

Media Services Support and Rental Policy (v.04.1)

Introduction

This document outlines levels of support provided by Media Services, as well as the guidelines for use of the equipment rental pool. These policies were developed with the direction of the CCM Division.

Scope

This policy lays out the framework for interaction with Media Services. This includes the rental of audio-visual equipment, arranging for technical support of events, classroom AV equipment delivery, media duplication jobs, and technical queries.

Media Services Operations

Location

The Media Services office is located in Rowell Annex, 277 South Willard Street, Burlington, VT.

Hours of Business

Media Services maintains regular hours throughout the year, during which one or more service providers are typically available to address support requests.

Fall and Spring Semesters	Summer
Monday-Friday: 8am-6pm Saturday-Sunday: Closed	Monday-Friday: 9am-5pm (Rental House Closed) Saturday-Sunday: Closed

Equipment rental pickups must be scheduled M-F between 11am-5pm.

Equipment rental returns must be scheduled M-F between 8am-5pm.

Remember that you have a one hour grace period for rental pick-up and return times

Methods of Contact

Media Services can be reached during our hours of business via any of the following ways:

- In-person visits and rental pickups/returns can be made at the service desk at Rowell Annex
- Phone: (802) 860-2710
- E-mail: champsupport@champlain.edu
- Students/faculty/staff who wish to make an **equipment rental reservation** may do so by via our online reservation tool located at <http://mediaservices.champlain.edu>.
- Faculty or staff who wish to request **event support** or **classroom AV deliveries** should please use the Conference and Event Center's online EMS tool located at events.champlain.edu (once the desired room is booked select "Media Services Equipment" under the "Services" portion of your reservation detail list).

For assistance with EMS contact the Conference and Event Center at 651-5957.

Equipment Rental Policy

Media Services maintains a selection of audio-visual and computer equipment available for rental to current Champlain College students, faculty and staff. The equipment pool inventory is maintained through an application called Webcheckout, which keeps a database of equipment available for rent, patron contact information and rental history.

User Agreement

Patrons who reserve/rent equipment from our equipment pool are bound by our usage policies as outlined in this document. Users must agree that they have read and understand the policies before they are allowed to log in and make a reservation in our online reservation tool. These policies are posted at our facility in Rowell Annex, on our web site, and on our online reservation tool.

Who May Request Equipment

Current Champlain College students, faculty, and staff may request access to the equipment pool at no charge. Due to limited resources, our equipment pool is not available for rental by alumni or non-Champlain students, faculty or staff and should be used only for academic or college/business use (i.e. commercial or personal use is prohibited). Some items are available only to specific programs, departments, or patrons, and pre-requisites may apply (i.e. enrollment in a specific class, training) [See "Equipment Available for Rent" on page 4 for more information].

Check-Out Process

All equipment is rented from the service desk at Rowell Annex. All rentals **require** a reservation (pre-arranged 24 hours or more in advance via our online reservation tool). Equipment rental pickups must be scheduled at least 3 hours after Media Services opens (i.e. not before 11am) and at least one hour before Media Services closes (i.e. no later than 5pm) to allow time for staging and processing. Equipment rental returns must be scheduled at least one hour before Media Services closes (i.e. no later than 5pm) to allow time for processing.

At the time of check-out, the Media Services tech will:

1. Inspect the patron's Champlain College ID
2. Confirm the patron's account status and rental eligibility
3. Confirm the patron's pre-existing reservation in WebCheckout
4. Help the patron examine the equipment to ensure all parts are present and functioning at that time
5. Verbally inform the borrower of the time when the equipment is due back

Upon pickup the patron must sign a rental agreement which signifies that they agree to our rental policies, the return deadline, and that they confirm that all items and contents of their rental are present and in working order.

After 60 minutes reservations will automatically be deleted and the patron will need to schedule a new reservation [see "Reservations" on page 3]. Patrons are strongly encouraged to notify Media Services when they are running late or otherwise unable to make a pickup/return on time.

Identification

A current Champlain College ID is **required** to check out equipment. The ID must be in good condition and the patron's name, ID number, and photo must be clearly legible. Other forms of ID (license, passport, etc.) will not be accepted.

Patrons may only sign out equipment under their own name (i.e. student A may not pick up student B's reserved equipment). Patrons are responsible for equipment while it is signed out under their name and will be held accountable for late returns, damages, loss or theft (for this reason it is strongly recommended that patrons not lend equipment they've rented to others).

Media Services will not provide patrons with any contact information for other renters (including those who may have overdue equipment).

Rental Period

Rental periods are determined by a patron's academic year: freshman, sophomore, etc.

Freshmen: The maximum allowed rental period for freshmen patrons is 3 calendar days.

Sophomore: The maximum allowed rental period for sophomore patrons is 3 calendar days.

Junior: The maximum allowed rental period for junior patrons is 5 calendar days.

Seniors: The maximum allowed rental period for senior patrons is 5 calendar days.

Graduate Students: The maximum allowed rental period for graduate student patrons is 5 calendar days.

Faculty/Staff: The maximum allowed rental period for faculty/staff patrons is 5 calendar days.

Equipment is not available for rental in-between semesters or during the summer. Equipment may typically be rented during mid-semester breaks and long weekends even if the break exceeds your allowed rental period by taking the following steps:

1. Book your reservation in our online reservation tool on the last business day prior to the break.
2. Set your return/end time for the hour before Media Services closes on the same day.
3. In the "Allocation Notes" field request permission to rent the equipment over the break before confirming your reservation.

Our department will then make the necessary adjustments/overrides to your rental reservation if your request is possible (there are no guarantees your request will be accommodated). In cases where equipment is rented over a mid-semester break or long weekend the rental is always due back the next business day (i.e. the first day classes resume) or the date of return as the policy specifies, whichever is longer.

Reservations

Reservations are **required** for all equipment rentals and must be made at least 24 hours in advance. Current Champlain College students, faculty and staff may make a reservation by using our online rental reservation tool at <http://mediaservices.champlain.edu>. In-person, phone, and e-mail reservation requests are not accepted. If a customer is late to pick up their equipment their scheduled reservation will automatically delete after a 60 minute grace period and they will be required to schedule a new reservation.

Patrons are allowed to make reservations in advance of the 24 hour minimum as follows:

- Freshmen: Up to 5 calendar days in advance of rental pickup
- Sophomores: Up to 10 calendar days in advance of rental pickup
- Juniors: Up to 15 calendar days in advance of rental pickup
- Seniors: Up to 20 calendar days in advance of rental pickup
- Graduate Students: Up to 20 calendar days in advance of rental pickup
- Faculty/Staff: Up to 20 calendar days in advance of rental pickup

Requests to change reservation details after the 24 hour submittal deadline and/or at the time of pickup may not be able to be accommodated.

Rental Extensions

Patrons may request a single 24 hour extension per rental by visiting the Rowell Annex service desk or via phone prior to the return deadline (voicemail or e-mail messages for extension requests are **not** accepted – you must speak directly with a Media Services employee to request an extension). Approval for such a request depends on whether or not the equipment in question is available. If the request is denied the equipment must be returned at the originally scheduled deadline. Failure to request an extension prior to the return deadline constitutes a late return.

Late Return Policy and Penalties

Rented equipment is considered late once the agreed-upon return time has passed. There is a 60 minute grace period after which time a late return will be formally recorded in the patron's WebCheckout record.

For each day by which a checkout is late, starting at one day when the 60 minute grace period ends, the patron's Champlain account will be charged a late return fee of \$50 per day after the specified return time. This sum is not pro-rated. The penalty increases as time passes; returning an item two days late (any time between 24 and 48 hours after the originally scheduled return time) means the patron's fine is adjusted to \$100. Items not returned within five calendar days of the scheduled return time will be considered lost [see the section "*Equipment Damage or Loss Policy*" on page 4].

Patrons have 21 calendar days to appeal a recorded fine by scheduling a meeting with the dean of the CCM division [see "*Appeals*" section on page 4 for more details]. Fines are reported to Student Accounts and processed twice a year – typically November and April.

The Webcheckout account of a patron with late, unreturned equipment will be placed on hold, meaning they cannot reserve or check out any other equipment until the late items are returned. Additionally, a patron with an unpaid charge on their Champlain College account will be unable to register for the next semester's classes.

On a patron's second late return infraction, they must make an appointment with the dean of the CCM division for their account to be restored to active status.

Media Services reserves the right to enforce further penalties for habitual delinquent patrons as warranted, up to and including revocation of the patron's rental privileges.

Equipment Damage or Loss Policy

Patrons who access equipment from our rental pool are bound by our usage policies as outlined in this document. These policies are also posted at our facility in Rowell Annex, on our web site, and on our online reservation tool. Upon pickup the patron must sign a rental agreement which signifies that they agree to our rental policies, the listed return deadline, and that they confirm that all items and contents of their rental are present and in good working order. The patron is therefore responsible for any replacement or repair costs due to damage/loss sustained while rented under their name. Replacement/repair fees are reported to Student Accounts and processed twice a year, typically November and April, and may also reflect staff time and shipping costs incurred.

Patrons must remain present while returned equipment is signed in and tested to witness and verify any discrepancies. Should the patron leave before check in is complete they waive their right to appeal any loss or damages assessed and recorded by Media Services and agree to adhere to their findings.

Any rentals not returned within 5 calendar days of the agreed upon return time will be considered lost. In addition to the 5 days' worth of late fees recorded at that point further penalties will be applied as necessary, including charging the patron for the full replacement of the lost item(s) (which may also reflect staff time and shipping costs incurred).

Appeals

Patrons who wish to appeal a recorded fine or replacement/repair fee may do so by scheduling a meeting with the dean of the CCM division within 21 calendar days of the rental return or reported loss/damage in question. Failure to schedule an appeal appointment waives the patron's right to appeal the fine/fee at a later date and signifies their agreement to pay the fine/fee when processed and charged through Student Accounts. If during a scheduled appeal meeting the dean of the CCM division agrees to waive the fine/fee Media Services will be notified and process the waiver within 72 business hours.

An appointment may be scheduled by contacting the office of the dean of the CCM division at:

Location: GBTC 105

Phone: (802) 651-5924

E-mail: astlouis@champlain.edu

Equipment Available for Rent

Media Services uses a tiered access system to the rental pool. More specialized equipment is reserved for students' coursework in specific courses and majors. Equipment in tiers higher than the first may also require training certification or testing out through class curriculum. Below is a partial list of the access tiers and the resource types associated with them (for a complete list visit <http://mediaservices.champlain.edu>).

Level 1:

Equipment in this tier is available to all patrons without training/certification. Examples include:

- 1 Chip Video Cameras
- Digital Still Cameras, Basic
- Tripods (non-fluid head)
- Microphones (Boom/Handheld/USB/Lavalier)
- Wacom Tablets
- Voice Recorders
 - Faculty/Staff Only Equipment (not available to students):
 - Laptops
 - LCD Projectors

Level 2:

Equipment from this tier is available to patrons who have been cleared to access specific resources/types by their class instructor. Examples include:

- SD 3-Chip Video Cameras & Spare Batteries

- Digital Still Cameras, Advanced
- Light Kits, Basic
- Wireless Lavalier Microphones
- Audio Field Recorders

Level 3:

Equipment from this tier is available to patrons who have been cleared to access specific resources/types by their class instructor. Examples include:

- DSLR HD Cameras
- Fluid-Head Tripods
- Advanced Light Kits & Accessories (Gel Kits, Dimmer Cords, etc.)
- Field LCD Monitors
- Dolly & Track
- Steadicam/Glidecam
- DFM Equipment & Accessories

For a complete list of resources and their access level designations visit our web site at <http://mediaservices.champlain.edu>.

Training and Certification Requirements

Level 2 and 3 equipment is typically available only to those students who are enrolled in related courses and have received clearance through their class instructor. Access is granted on a per-resource/type basis (i.e. access to one level 2 or 3 resource type does not grant a patron blanket access to all other equipment in that tier).

Any additional opportunities for patrons to train on and become certified for certain pieces of equipment will be publicized on the Media Services website and other avenues of communication as they are available.

Equipment Accessories

Video/still cameras and field audio equipment will be provided with a rechargeable battery when required for operation. Though every effort will be made to provide charged batteries, patrons should plan charging time into their schedules as no guarantees can be made. Although a storage card (SDS/CF/etc.) will be included as part of the equipment rental students are strongly urged to provide their own cards for all digital devices (please note required card performance specifications vary depending on the device and intended use). It is the patron's responsibility to offload and store any digital media prior to their return deadline. Media Services is not responsible for content left on returned media. Students are encouraged to reformat flash cards included in their rentals prior to returning. Any video/audio tape media, optical media (such as DVD+/-R, CD-R), or other non-card (SDS/CF/etc.) storage/delivery media must be provided by the patron.

Equipment Availability

Every effort will be made to provide equipment specified by patrons. Because equipment availability is affected by patron use and normal wear and tear, no guarantees of specific equipment can be offered. In the event a particular item is not available as scheduled suitable alternatives may be suggested if they meet the customer's needs. Media Services will not be held accountable for unavailable equipment due to patron/user error, computer error, a late return, or damages/loss sustained while signed out by another patron.