

# Guide to using WebCheckout's Patron Initiated Reservation (P.I.R.) system

The Patron Initiated Reservation system is the tool to reserve equipment you'd like to rent from the Media Services loaning pool. It can be accessed from any computer with Internet access, and you'll use your default Champlain College network username and password to login.

## STEP 1 – Navigating to the Main Page

Go to <http://www.mediaservices.champlain.edu>, refer to the "Equipment Rental Reservations" section, and click on the "Click Here" link at the beginning of the paragraph (highlighted yellow in the picture below).

**MEDIA SERVICES**

**Contact Info:**  
Location: Ireland GBTC 010 Monday 9AM  
Phone: (802) 651-5932  
[MediaServices@champlain.edu](mailto:MediaServices@champlain.edu)  
<http://mediaservices.champlain.edu>

**Hours of Operation  
(Fall & Spring Semesters):**  
Monday - Thursday: 9AM to 8PM  
Friday: 9am-6pm  
Saturday: 12pm-6pm  
Sunday: Closed  
**Summer Office Hours:**  
Mon-Fri: 9am-5pm. *The Media Services loaning pool is closed during the summer and on academic holidays.*

*If you are unable to reach Media Services and require immediate assistance you may contact the Computer Help Desk at 651-5932.*

---

*Please note that Media Services will be operating at reduced hours for the first week of classes.*

---

**EQUIPMENT RENTAL RESERVATIONS:**  
[Click here](#) to go to the WebCheckout patron initiated reservation ("P.I.R.") tool to make an online reservation for video and audio production equipment. Patrons are responsible for picking up and transporting these items from the Media Services depot (GBTC 010). Use this tool if you are interested in signing out a camera, audio recorder, or other related equipment to complete course work.

## STEP 2 – Logging In

You'll now find yourself on the WebCheckout PIR login page

**Please Log In**

I have read and agree with the [terms and conditions](#).

**User ID**

**Password**

Click on the "terms and conditions" text to open and review the current rental policies. Once you are familiar with the policies make sure to check the box that says "I have read and agree with the terms and conditions," then type in your Champlain College network username and password to proceed (Usually this will be "firstname.lastname").

## STEP 3 – Beginning your Reservation

After logging in you will see one of two possible results.

1. If you have an existing reservation you will see new text appear at the bottom of your login screen (highlighted below) which allows you to either edit your existing reservation(s) (each listed with their unique rental CK-#) or create a new reservation.

**Please Log In**

I have read and agree with the [terms and conditions](#).

User ID \_\_\_\_\_

Password \_\_\_\_\_

---

**Please select a reservation to edit**

» CK-73: 9/2/2010–9/2/2010  
» Create a new reservation

2. If you don't have a pre-existing reservation in the system you'll be brought directly to the page where you may create a new reservation (see picture below).

**CHAMPLAIN COLLEGE**  
Web Checkout

current reservation | find resources | logout | user's guide

Editing New Reservation   Choose Another	Resource Type	Selected Resource	Available Actions
<p>Start Time Date 10 : 36 AM <input checked="" type="radio"/> PM 2010-09-01 yyyy-mm-dd</p> <p>End Time Date 10 : 36 AM <input checked="" type="radio"/> PM 2010-09-01 yyyy-mm-dd</p> <p>Allocation Note _____</p> <p><b>Problems</b></p> <ul style="list-style-type: none"> <li>Allocation has no duration.</li> <li>No resources or resource types selected.</li> <li>Minimum reservation length is 15 mins.</li> <li>Media Services is closed at scheduled return time.</li> <li>Media Services is closed at scheduled pickup time.</li> </ul> <p style="text-align: right;">Reset</p>	No resources have been selected. Find resources.		

it Media Services – WebCheckout PIR v3.5.6 Copyright © 2010 onShore Development, Inc.

Before creating or editing a reservation please take note of the pickup/return time restrictions which are posted at the top of the page next to the Champlain College logo (*You must schedule your pickup at least 3 hours after Media Services opens and at least one hour before Media Services closes – Returns must be scheduled at least one hour before Media Services closes*). Also be aware that your permissions (i.e. lead time for creating reservations, duration limit for reservations, equipment available to rent) are determined by the rules and restrictions outlined in the policies you read prior to logging in.

#### STEP 4 – Picking your Reservation times

Using the form shown below (located in the left column of the “Current Reservation” tab) choose the dates and times you would like to pick up (“Start”) and return (“End”) your rental. You must manually type in your data for each field (note that dates are yyyy-mm-dd).

Please note that **all reservations must be made at least 24 hours in advance and that your request must fall within the allowed pickup/return times posted at the top of the page**. Further scheduling restrictions (i.e. the maximum duration your reservation is allowed to be, how far in advance you can place a reservation, etc.) are outlined in the policies you reviewed prior to logging in and are determined by your class level (i.e. Freshman, Sophomore, Junior, Senior, Graduate Student, Faculty/Staff).

Editing New Reservation   Choose Another	
Start Time	10 : 36 <input checked="" type="radio"/> AM <input type="radio"/> PM
Date	2010-09-01 <span style="float: right;">yyyy-mm-dd</span>
End Time	10 : 36 <input checked="" type="radio"/> AM <input type="radio"/> PM
Date	2010-09-01 <span style="float: right;">yyyy-mm-dd</span>
Allocation Note	
<input type="text"/>	

## STEP 5 – Choosing your equipment

After you've selected your desired pick up and return times you'll need to select which equipment you'd like to reserve. You can navigate to this page in two ways.


1. If you haven't yet selected any items you may use the "Find resources" link in the right hand column of the "Current Reservation" page:

Resource Type	Selected Resource
No resources have been selected. <a href="#">Find resources.</a>	

2. You can use the "Find Resources" tab in the main menu:



You'll then be brought to the "Find Resources" page:



**CHAMPLAIN COLLEGE**  
Web Checkout

---

current reservation
**find resources**
logout
user's guide


Resource Types	Video	Search for Resource Types						
<ul style="list-style-type: none"> <li>Audio</li> <li>Computers</li> <li>Film Production</li> <li>Multimedia</li> <li><b>Video</b></li> </ul>	<p>The category covers the basic elements of videography: cameras, tripods and related accessories. For microphones and related cables, see Audio.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Resource ID</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td colspan="3">No resources of type Video are available.</td> </tr> </tbody> </table>	Resource ID	Status	Actions	No resources of type Video are available.			<input type="text"/> <p style="text-align: right;"><a href="#">advanced search</a></p> <hr/> <p><b>Reservation Summary</b></p> <ul style="list-style-type: none"> <li>• No items selected.</li> </ul>
Resource ID	Status	Actions						
No resources of type Video are available.								

at Media Services — WebCheckout PIR v3.5.6
Copyright © 2010 onShore Development, Inc.

Use the expandable links in the left column to find your desired equipment. When a resource type is selected the page's center column will provide a photo and description of the equipment and a list of the current inventory for that type. If an item is available and you would like to reserve it you may do so by clicking the "Add" link (highlighted below). *Patrons will only see those items they have clearance to rent.*

**Tablets | Add One**

A tablet is an input device that allows the user to draw on the screen as though it were on paper with a pen or pencil, among other functions.



Resource ID	Status	Actions
Wacom Tablet 01	Available	Add
Wacom Tablet 02	Available	Add
Wacom Tablet 03	Available	Add
Wacom Tablet 04	Available	Add
Wacom Tablet 05	Available	Add
Wacom Tablet 06	Available	Add
Wacom Tablet 32	Unavailable (4 days 23 hours past due)	
Wacom Tablet 33	Available	Add
Wacom Tablet 34	Unavailable (4 days 19 hours past due)	
Wacom Tablet 35	Available	Add
Wacom Tablet 36	Available	Add

Once added your equipment appears in the “Reservation Summary” box in the right column (highlighted below).

user's guide

**Search for Resource Types**

advanced search


**Reservation Summary**

- Wacom Tablet 01 (remove)  
Tablets

You may repeat these steps to add multiple items to your reservation as necessary. Make sure to consider all your needs during your production to avoid overlooking any equipment you may require. It's a good idea to outline your production plans on paper first and think through each step and you will accomplish it. If you are looking for and cannot find tier 2 or tier 3 equipment in the list it means you are not currently cleared to rent these items. Clearance can be obtained through your class instructor.

## STEP 6 – Checking for Errors

Once you have entered your reservation start and end times and selected the equipment you'll need it is time to ensure there are no errors or “Problems” with your request. Click on the “Current Reservation” tab in the main menu. The errors are displayed in the lower left column of the “Current Reservation” page in a red box:

**Problems** 

- Allocation has no duration.
- Resource type 'Tablets': minimum checkout/reservation length is 15 mins.
- Minimum reservation length is 15 mins.
- Media Services is closed at scheduled return time.
- Media Services is closed at scheduled pickup time.
- Allocation start time is in the past.
- 'Tablets' must be reserved at least 1 day in advance.

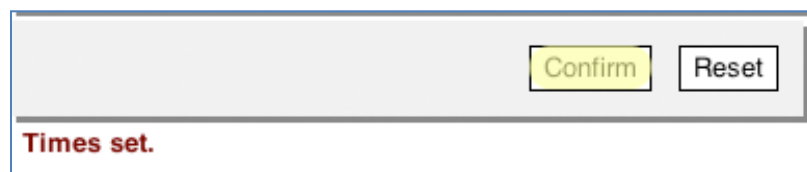
These errors are easily resolved by changing your reservation start/end date/time as necessary or by changing your chosen equipment. As you make the correct changes, these errors will disappear until none remain.

Common Errors/Problems and their meanings:

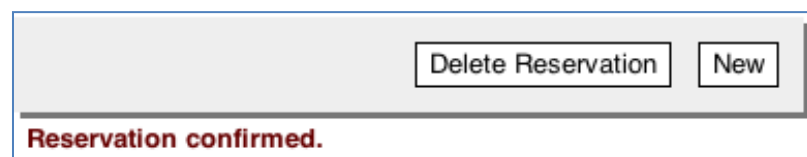
- **Media Services is closed at the scheduled pickup/return time** – Your pickup/return times are not within the allowed times listed at the top of the page. You’ll notice our rental pickup/return hours are slightly different than our business hours to allow for sufficient staging/processing time for rentals.
- **Reservation must start 3 hours after center opens** – Your pickup/start time is not within the allowed times listed at the top of the page.
- **‘Name’ must be reserved at least 1 day in advance** – Your start time and date are less than 24 hours away from the current time you are placing your reservation.
- **Maximum checkout/reservation length is <#> days** – You do not have sufficient privileges to rent the equipment for the duration of time requested (you must reduce your rental duration).
- **Cannot reserve more than ‘#’ days in advance at Media Services** – You do not have sufficient privileges to make a reservation this far in advance.
- **Patron has late checkout(s) at Media Services** – You cannot make another reservation until you return your overdue equipment.
- **Allocation has no duration** – You have not entered your end date.
- **Minimum checkout/reservation length is 15 minutes** – You have entered an end time and date less than 15 minutes after your start time and date.
- **Allocation start time is in the past** – You haven’t set your start time and date
- **Resource type ‘Mini DV 1 chip Video Camera’:** maximum checkout/reservation length is 4 days.
- **Pickups/returns are forbidden on <day(s)> at this checkout center** – Your pickup/return times are not within the allowed times listed at the top of the page.
- **Checkout center is closed for holiday at pickup/return time** – Media Services is closed during your scheduled pickup/return time.

STEP 7 – Confirming your Reservation

Once you have resolved any existing errors/problems you can confirm your reservation by clicking the “confirm” button in the lower left column of the “Current Reservation” page (highlighted below):



After clicking confirm, you’ll be shown the “Reservation confirmed” message:



Once you’ve seen the Reservation confirmed message your reservation is complete. You’ll receive a confirmation email to your Champlain College MyMail account letting you know that your reservation has been completed successfully.

You may then choose to:

- Make changes to your current reservation and reconfirm the changes by again clicking “Confirm”
- Delete the current reservation by clicking the “Delete Reservation” button
- Create a new reservation using the “New,” button
- Log out via the main menu “Logout” link.

If you have any questions or technical issues using PIR you may contact the Media Services department for assistance at (802) 651-5932 (visit <http://mediaservices.champlain.edu> for complete contact information and business hours).

*Please remember that if you do not pick up your equipment at the scheduled time your reservation will automatically delete and you will not be able to pick up your items without creating another reservation (requiring another 24 hours lead time). Please review the rental policies for all details and guidelines for reserving and renting equipment.*

*Media Services will review your reservation on the scheduled day of pickup in order to stage the equipment for you. It may be necessary to edit your reservation details to provide you with your requested equipment types. If your reservation is found to be in violation of our rental policies (i.e. through a system error you were allowed in PIR to exceed your rental privileges as outlined in the Media Services rental policies) your reservation will be revised accordingly and the necessary restrictions will be applied.*