

Procedures and Guidelines for Borrowing AV Equipment
Last Updated: November 13 th , 2021

1. ACCESS

- 1.1 Equipment can be borrowed for academic or work related purposes.
- 1.2 Equipment **cannot** be borrowed for personal or commercial use.
- 1.3 Equipment loans are subject to equipment availability.
- 1.4 Equipment can be reserved in advance or checked out on the spot on a first-come, first-served basis.
- 1.5 **If you are faculty or staff, you must**
 - be a current employee;
 - present a valid Langara College employee ID card when signing out equipment.
- 1.6 **If you are a student, you must**
 - be currently enrolled in classes to borrow equipment;
 - obtain approval from a relevant instructor or staff member;
 - present a valid Langara College student ID card when signing out equipment.
- 1.7 Student access to the circulation equipment pool is limited. Student, who wants to borrow equipment reserved for employee use or borrow it for a longer period, must obtain appropriate approval from a relevant instructor or staff member.
- 1.8 On-campus employee use is prioritised.
- 1.9 Restrictions apply for high-value and advanced equipment.

2. BOOKING

- 2.1 A two-business-day advance notice is recommended when making an equipment reservation.
- 2.2 Equipment reservations are handled on a first-come, first-served basis.
- 2.3 You will receive a notification once your reservation has been confirmed.
- 2.4 Access to the same piece of equipment is not guaranteed.
*For example, there may be a total of six laptops available in the circulation pool. By booking a laptop, you may receive any one of the laptops, but not necessarily laptop #2.
- 2.5 Subject to equipment availability and usage purpose, AV Services may decline a borrower's request for more than four items at the same time.
- 2.6 If you are booking equipment for an event, please submit an Event Request.

3. PICK UP AND RETURN

- 3.1 When picking up equipment, borrowers are responsible for checking that everything is in good working condition and that there is no missing piece before leaving the AV office.
- 3.2 Notify AV Services immediately in case of any broken or faulty equipment.
- 3.3 Borrowers are responsible for picking up, delivering, and returning borrowed equipment.
- 3.4 Booked equipment that is not picked up within 15 minutes of the scheduled pickup time may be cancelled and reassigned to other borrowers.
- 3.5 Borrowers are responsible for knowing how to set up and operate borrowed equipment. AV staff are available to go over the basic operations and troubleshooting.
- 3.6 Borrowers are responsible for returning equipment on time. Contact AV Services if you cannot return your equipment on time due to illness or accident.
- 3.7 Borrowers are responsible for ensuring that equipment is returned in its original condition.
- 3.8 Borrowers are responsible for backing up and downloading data saved on borrowed devices.
*For example, camera hard drives and SD cards are formatted regularly in preparation for subsequent users.
- 3.9 Borrowers are responsible for processing any media files or documents saved on borrowed devices.
- 3.10 AV Services are not responsible for installing software on any circulation laptops or tablet devices. Borrowers will need to contact the IT Service Desk should additional software be needed on borrowed devices.

4. AFTER-HOURS PICK UP AND RETURN

- 4.1 Reserved equipment can be picked up from the A128 equipment closet located behind Lecture Theatre A130. Inform AV Services of any after-hours access requirement at least 48 hours in advance, as we will need to notify Campus Security.
- 4.2 Contact Campus Security to unlock A128 for you when you are ready to pick up or drop off the equipment. They may ask you to verify your identity before unlocking A128.
- 4.3 We will label the reserved equipment with the borrower's name. Please make sure the equipment you pick up has your name on it.
- 4.4 Return equipment to A128, or an alternate location that has been prearranged.
- 4.5 Do not leave equipment unattended outside the AV office or A128.

5. LOAN PERIODS

- 5.1 Loans are four (4) hours in duration, and may be extended to no more than two (2) days at a time, subject to equipment availability.
- 5.2 Loans longer than two (2) days may be permitted under special circumstances. However, we may recall the equipment at any time for urgent classroom needs.
- 5.3 If the return time falls outside AV office hours, you have the option to either return the equipment before 8:30 am the next business day OR drop it off at an after-hours location.
- 5.4 Recurring bookings can be made for certain equipment on a per-semester basis. Contact AV Services for more info.

6. OFF-CAMPUS USAGE

- 6.1 AV Services' loan equipment is intended for on-campus usage only. However, exceptions may be made for College employees under special circumstances. For a user who intends to borrow equipment for off-campus usage, you must submit a request ticket to AV Services for assessment. Your request ticket should include the following information:
 - a. requested equipment,
 - b. loan period,
 - c. where the equipment will be used,
 - d. reasons for off-campus usage,
 - e. anyone else who may operate the equipment other than the requester.
- 6.2 Access to equipment for off-campus usage is not guaranteed. Access to equipment for on-campus usage is prioritised. Requests may be declined in order to maintain equipment availability during peak periods.
- 6.3 High-value and advanced equipment is not permitted for off-campus usage.
- 6.4 Technical support will not be available for equipment taken off-campus.

AV Services reserve the right to withhold a user's borrowing privileges if the user consistently disregards procedures and guidelines set out in this document. Examples of misuse that may result in one's borrowing privileges being withheld include but are not limited to:

- Late return, loss, or damage of borrowed equipment.
- Equipment left unattended or not properly secured when it is in an open space.

RELATED COLLEGE POLICIES

Computer and Computing System Use - B5002
Student Code of Conduct - E1003