

# **LIS EQUIPMENT LOAN**

## **FREQUENTLY ASKED QUESTIONS**

### **(as of 8/4/16)**

#### **1. How can I reserve equipment?**

A: All requests must be submitted using our online [LIS Equipment Request Form](#). No verbal or e-mail requests will be honored.

#### **2. Who can borrow equipment?**

A: Equipment is available to sign out for any Westminster College student or employee with an active account.

#### **3. I am a student and would like to borrow equipment. Do I need approval to do this?**

A: Yes. You need approval from a faculty member for a class or an advisor of an organization, depending on how you plan to use the equipment. The LIS Equipment Request Form will ask you for a username of the person you want to request approval from. That individual will receive an e-mail once your request is submitted and must approve or deny your request before we can process it.

#### **4. What can I use equipment for?**

A: The purpose of the equipment pool is to provide technology for aid in, primarily, classes, college-related projects, and on-campus events. It CANNOT be used for monetary gain or illegal activity. See the policies for additional information.

#### **5. How much lead time is needed for a request?**

A: We require a 2 business day minimum lead time. Some groups and larger equipment items, as dictated by the policy, require a longer lead time. Please check the policies and the Equipment Request Form to verify that you are submitting your request with the appropriate lead time.

#### **6. Why do you need that much lead time?**

A: With a limited staff, this lead time allows us to:

- i. Verify that the equipment you have requested is available.
- ii. Verify that the equipment you requested is indeed the equipment you need—we may be able to recommend better alternatives!
- iii. Follow up with any questions regarding intention of use.
- iv. Process the reservation, schedule staff members for setup and strike if required, prepare the equipment, and contact other individuals who may be impacted by the request.

#### **7. The date I want my equipment is blocked out. Why?**

A: The form is designed to only allow requests meeting the 2 business day lead time requirement. Please plan ahead!

**8. The equipment I want isn't showing up on the form, but I reserved it before.**

**Why isn't it showing up?**

A: It is likely an indication that the equipment inventory for that particular item has been exhausted, meaning that none of those items are available for circulation at that time. Please contact the LIS Help Desk for alternative ideas on what you can reserve.

**9. What equipment do you circulate?**

A: By navigating to the bottom of the equipment form at [www.westminster.edu/lis](http://www.westminster.edu/lis), you can see what we circulate. You can also click on the equipment names and see a picture, description, cheat sheet and/or training video!

**10. I have the same event scheduled in multiple rooms, and both rooms require equipment.**

**How should I handle submitting equipment requests?**

A: The rule of thumb is “One Equipment Request Form **per room per event**”. For example, if you need Equipment in 2 different rooms for the same event, we need 2 forms. This helps our staff know exactly what is needed and where, along with tracking where the equipment is located.

**11. What should I consider when I am deciding what equipment I need?**

A: There are many items to think about—if you need help, let us know! To get you started, here are some pointers:

- i. What am I trying to do—what is the ultimate goal of the presentation or project?
- ii. What equipment and/or cable connectivity is available in the room already?
- iii. How many people will be in the space? How large is the audience?
- iv. How big is the space? A 12 foot screen won’t set up too well if the room is only 10 feet high! A tiny projector is not ideal if you are in an auditorium!
- v. Will the equipment connect/work with what I plan to use? Do I need to reserve converters or adapters?
- vi. CABLES...if you’re sending video, you’ll need video cables. If you’re sending audio, you’ll need audio cables. Is your power outlet across the room? You may need to reserve extension cords. Don’t forget to reserve any cables you may need!

**12. How long can I keep the equipment I’ve borrowed?**

A: Faculty, staff and administrators have a two week loan period. Students have a one week loan period. Need it longer? Just ask! Extended loan periods are based on frequency of equipment usage and anticipated numbers of requests for certain items. We cannot always guarantee exceptions, but we will try our best to help meet your needs.

**13. I have submitted my request. How do I know if it has been confirmed or denied?**

A: Our staff will process your request and follow up via e-mail no later than 1-2 business days after your submitted reservation. If you have submitted your request very early, we may take some extra time to confirm or deny your request to confirm any other “behind the scenes” details as far in advance as we can.

**14. Where do I pick up equipment?**

A: Equipment pickup is in **McKelvey 181**, the first floor hallway connecting the McKelvey Campus Center and Thompson-Clark Hall.

**15. My event time, event location, or the equipment I need has changed. What do I do?**

A: Reply to your e-mail confirmation (sent from cestechs@westminster.edu) and let us know what changes we need to make. You can also call the LIS Help Desk with your confirmation number and let them know what changes you wish for. If equipment and staff are still available, we will follow up with you, reschedule, and resend an updated confirmation e-mail. See our Equipment Policies for additional information on other changes you can make to your reservation.

**16. My reservation falls under the non-requisite or the non-college business categories. Am I guaranteed to have the equipment I signed out?**

A: If college functions in the academic and requisite groups require equipment, we have to provide the equipment to those functions first and foremost. In rare instances, if our equipment inventory is exhausted, your reservation may be cancelled to accommodate those high priority requests, provided that the other functions have met the 2 business day deadline. Please ensure that you have a backup plan in place in case your reservation gets bumped. We will notify you as early as possible if this occurs.

**17. I can't pick up the equipment I reserved. Can I have someone else pick it up for me?**

A: Yes! Simply fill out the Signature Authorization Form with the required information, and we will know who is claiming your pickup! (Keep in mind, though, as the requestor, you are still responsible for any losses or damages to the equipment).

**18. Do you set up and tear down equipment we reserve?**

A: Depending on the location, amount of equipment, and staffing required, we can accommodate most requests to set up or strike equipment during normal business hours (8:00 AM to 4:30 PM Eastern Time Monday thru Friday). Make sure to request an equipment setup on the Equipment Reservation Form.

\* We do not set up and tear down equipment off campus, in campus dormitories, sorority and fraternity houses, and other locations where we have no regular access.

\*\*Certain spaces on campus are equipped for self-service, Bring Your Own Device capabilities (like the Witherspoon Rooms and most SMART Classrooms). Depending on how much equipment you need, we may ask you to pick up the requested equipment from our office and utilize the self-service model.

**19. What if I have requested a laptop?**

A: If your reservation contains a laptop, **regardless of other reserved equipment in your reservation**, you must come to our pickup location to get the laptop. You must also return the laptop to us when your reservation time is over. This ensures that the laptop is in the proper hands. It also lessens the likelihood of a laptop getting stolen by being left out, thereby lessening liabilities and preventing the requestor from being charged to replace the laptop.

**20. Is there a fee for setup?**

A: In a majority of instances, no! We charge an hourly fee to set up the large public address system due to the time required to set up, test, and ensure everything is working.

**21. My event is after college business hours. Will you still set up and tear down equipment for me if I request it?**

A: We will try our best to accommodate after hour events, but limited resources have made this much more difficult. In most cases, we will ask you to utilize the “self-service” model and pick up any extra equipment during business hours, especially if your events are in Witherspoon and require minimal equipment.

If a high amount of equipment is required, however, we will make every effort to set up equipment during business hours. For example, if your event is on a weekday evening, we will set up the equipment before the close of business that day and tear it down the following morning. For weekend events, we will attempt to set up the equipment on Friday evening and tear it down the next business day. If staffing is unavailable, or another event is occurring during the proposed setup time, the requestor and/or user will be responsible for setting up the equipment using the self-service model.

\*\*We suggest that you request a training session during normal business hours on your equipment reservation if you are unfamiliar with the technology you plan to utilize after hours.

**22. What is this “self-service model” I’ve been reading about?**

A: “Self-service” essentially means that the user is responsible for knowing how to connect their devices and operate existing technology in rooms that provide it. If the room has all of the technology you need, you do not need to reserve the technology. Because staffing is limited, we have deferred minor setups and teardowns to the user or technology requestor. **Users are responsible for understanding how the technology works and contacting the LIS Help Desk if training is needed.**

These include, but are not limited to, the following tasks:

- Turning on projection systems, room combine features, etc.
- Connecting and operating laptops, microphones, and other devices
- Putting away all equipment and shutting down projectors, turning off displays, etc. when use is complete

**23. Can someone from LIS run or operate the equipment for me?**

A: Due to limited staffing and numerous other tasks that need attention, we do not provide equipment operators. It is the responsibility of the requestor or designated user to coordinate training during normal business hours with LIS staff and demonstrate competency with equipment usage. If an equipment operator is absolutely essential, LISCES student workers can be “hired” to help for compensation which CANNOT affect financial aid allotment. Please see the policies for details.

**24. If there is equipment available in the room I intend to use, do I need to reserve that equipment?**

A: It depends on where you are. If you plan to use accessible equipment, for example, in the

Witherspoon Rooms, you do not need to reserve it UNLESS you need a substantial amount of additional equipment. Please see the McKelvey Witherspoon Equipment section of the Equipment Request Form. If you are utilizing equipment in locations that are not under LIS purview (i.e. Orr Auditorium, Beeghly Theater, or Berlin Lounge), please consult those departments regarding their policies on utilizing equipment (see policies for more info).

**25. What if a non-Westminster employee needs to use technology?**

A: We get this question often, especially when camps, conferences, and off campus speakers visit. Per college policy, these folks are allowed to use certain Westminster College installed technology resources provided that a Westminster College employee is with the non-employee at all times. The employee should be familiar with how to operate the technology; if training is needed, please contact us during business hours.

**26. What do I do if I run into problems?**

A: Contact the LIS Help Desk at 724-946-6000 or fill out a trouble report form at [www.westminster.edu/lis](http://www.westminster.edu/lis). Technicians will log your issue and contact the appropriate personnel to try and fix any issues as quickly as possible, provided staffing is available.