

Helpdesk Equipment Loan

Technology Services Centre Standard Operating Procedure

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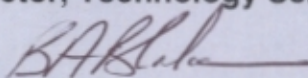


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OBJECTIVE

The purpose of equipment loans is to support teaching and learning at Lakehead University. This procedure provides for equitable access to the equipment for curriculum use, to maximize availability of the equipment, to minimize damage to the equipment and minimize inconvenience to users.

The resources available are limited and this procedure is in place to ensure fair and equitable access for Students, Faculty and Staff.

RESERVATIONS

Reservations of equipment is recommended as requests are filled on a first-come-first-served basis as resources permit. Reservation applications can be submitted by completing a Multimedia Equipment and Bookings Form available from "Book AV Equipment" on the [helpdesk homepage](#).

EQUIPMENT CIRCULATION HOURS

Fall & Winter Terms

Monday through Thursday 8:30 am - 8:00 pm

Friday 8:30 am – 4:30 pm

Spring & Summer Terms

Monday through Friday 8:30 am – 4:30 pm

At other times (i.e. weekends, holidays, overnight during Spring and Summer sessions) the borrower will be responsible for the security of the loaned equipment listed.

EQUIPMENT LOAN RULES

1. Equipment is not to be taken off of Lakehead University campus. The equipment is to be used only for on-campus activities (ie; presentations), and not for off-campus or personal use.
2. Only a Lakehead University ID card will be sufficient identification to leave with Helpdesk for the loan of equipment. No substitutes.
3. The borrower should report any problems experienced with the equipment during their loan period.
4. Lost, stolen, or damaged equipment is the responsibility of the borrower. The borrower will be charged for replacement or repair as appropriate.

Return Policy

1. The borrowing of equipment is a privilege.
2. Equipment must be returned the same day that it is borrowed. Special permission may be granted by the Manager, TSC (ie; if equipment is needed for presentations occurring after Helpdesk hours, or for projects of longer duration).
3. All Faculty or Staff Member late returns will be recorded. Repeat offenders may have their borrowing privileges revoked. Such decisions can be appealed to the Manager, TSC.
4. In the case of a student, a late fee of \$10.00 per day will be charged to the student's account for every day that the equipment is not returned. If the equipment is not returned within 10 calendar days, the student will have a charged placed on the Student Account for the full value of replacement equipment. The Student will be deemed to have purchased the equipment.

ORIENTATION

Brief orientation sessions are available for all equipment borrowed. These 15 minute sessions include basic instruction of equipment including setup, breakdown, and general operating procedures. Please allow adequate time prior to picking up equipment to receive instruction.