AV LOANS
HOW TO GUIDE FOR USERS

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Introduction

Current Staff and Students of the University may borrow a range of Audiovisual Equipment from Learning Spaces Technology (LST). Equipment bookings are requested using a web-based application found here [https://lst.siso.co](https://lst.siso.co). The booking service is available on all major desktop and mobile browsers.

On first logon (using EASE), users will be asked to complete a one-time registration.

Once logged in to the system, you will see your home dashboard as below.

![Dashboard Illustration](image)

The colour scheme may be altered to better suit your needs by clicking/tapping on and then **Accessibility**. The colour options are at the bottom of the page – see the separate “Accessibility Options” document for full details.
Making a Booking

1. Click on the Make Bookings icon.

2. Select Collection Date and Time and Return Date and Time. You can only select weekdays between the times of 09:00-16:30.

3. Once you have selected Date and Times, Click Done and then the Search Assets button that appears.

4. A list of equipment categories will appear as shown, select one as appropriate or use the search box at the top of the page.

5. A list of equipment in the selected category will be shown with the number available to book of each type. The More Info button beside each item displays a more in-depth description. Use the + button to set the quantity and the Book button to add an item to your basket.
6. Clicking brings up a Booking Details page to the right. Use the **Booking Notes** box to detail any additional requirements, such as extra cables you would like, and we will do our best to accommodate your request. Click the toggle to confirm you have read the Terms & Conditions (accessible via the link in blue). Press **Confirm** and a message will appear to say ‘Your request has been submitted for Approval’.

7. Your request has now gone to the LST Service Desk for approval, but you may add more equipment if you wish. To access other categories, go back to **Search**.

8. By default, further equipment you book in the same session will be requested for pickup and return at the same time. If you wish to book something for a different date/time, then use the **Times** button to return to the selection screen. You can view all items requested in the current session by clicking/tapping on the icon to the right of the page. **You do not need to check out, all requests are made at the point of clicking**.

9. Once a booking has been submitted, you will receive a notification email with details of your request.

The email shows the details (date, time, equipment) of the request that has been made.
10. Email notifications can also be found by clicking on the **Notification** icon. This will list notifications from all bookings past and present. The booking status can be checked by clicking on **My Bookings**. This brings up a list of ALL your bookings. You can filter these by clicking on the icon to the right of the page.

11. Once the LST Service Desk have approved or rejected your request, you will receive a notification by email as below. In **My Bookings**, the status of an approved booking will have changed from Request to Booked.

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**Booking Acceptance Confirmation**

Thank you for booking the following item(s) with Learning Spaces Technology.

**Name:** Zoom H2 Portable Audio Recorder

**Description:** Battery powered portable audio recorder with built-in stereo condenser microphone. Records in MP3 or WAV formats onto SD card (supplied). Comes with power supply and USB cable. Features 2 x 3.5mm stereo jack microphone and line level inputs.

**Campus:** Central

**Building:** Main Library

**Room:** Ground floor

**Room Name:** Helpdesk

**Make:** Zoom

**Model:** H2

**Booking ID:** 298

**Booked To:** test student

**Collection:** 15/03/2019 09:00:00

**Due Back:** 15/03/2019 16:00:00

**Useful Links:**

* Downloadable Asset Details

Please check over and make sure you are happy with the details, including pick up date/time and return date/time. Please note Late Returns may have a negative effect on your loan privileges (see Terms and Conditions for full conditions of loan).
All collections and returns are to the Main Library Helpdesk, Ground Floor Main Library.

The person booking the equipment MUST be the person collecting it.

It is your responsibility as the User to ensure you collect and return the equipment at the agreed times - failure to do so may have a negative impact on any future loans you wish to make.

12 - If the Service Desk need to reject your request for any reason the notifying email will be clearly labelled **Booking Cancelled**.

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Dear [Name],

The below loan item(s) have been removed from your booking:

**Name:** Dell Latitude 7480 Laptop

**Description:** PC laptop with Windows 10 and HDMI output. Comes with HDMI to VGA adaptor, charger, USB mouse and security lock.

**Campus:** Central

**Building:** Main Library

**Room Number:** Ground Floor

**Room Name:** Helpdesk

**Make:** Dell

**Model:** Latitude 7480

**Booking ID:** 330

**Booked To:** test student

**Collection:** 19/03/2019 09:00:00

**Due Back:** 19/03/2019 09:00:00

**Rejected Reason:** Sorry, resource reasons.

Please make a booking for an alternative date and time.

Please contact the Learning Spaces Technology Service Desk on 0131 650 0000 or email learning.spaces@ed.ac.uk for further information.

Regards,

Learning Spaces Technology Service Desk

The information in this email is confidential and is intended only for the addressee. Access to this email by anyone else is unauthorized.
Requesting a Familiarisation Session

As a user you may not be familiar with the type of equipment that you want to use. In this case you may benefit from a familiarisation session with one of our Technicians to see how to set up and operate the requested item.

1. To request a familiarisation session, work your way through the previous steps on how to book equipment. Once you have booked the equipment, go to the category Help and Support as highlighted below.

2. You will see the following appear – click to request a session.
The box below will appear to the right. Click on the area containing the Suggested Times to automatically change the length of the booking down to the maximum 30 minutes whilst retaining the same start time as your equipment collection.

Alternatively, you can manually select the time you would like to meet the technician using the boxes lower down. Click to confirm your request.

All familiarisation sessions are booked in 30 min slots. You must be at the collection point on time or you risk losing this session. The technician is not obliged to stay for the 30 min slot if you haven’t turned up within the first 10 mins.

3. You will receive the usual notification emails updating you on the status of your request.
Collecting and Returning Equipment

Equipment collections and returns are via the Main Library Helpdesk, ground floor. Once you have received confirmation that your booking has been made, make sure you collect your equipment at the allocated day and time. Failure to collect equipment on the day booked for collection will result in a ‘non-collection’ and your booking will be removed from the system.

The person collecting the equipment must be the person who booked the equipment. Library Helpdesk staff will ask for student or staff ID before releasing the equipment to you. You will be asked to sign a Booking Form, an example of which is below. You will be given a copy of this form and the helpdesk staff will retain the signed copy.

Where possible, equipment should be returned by the person who booked and collected it. If absolutely necessary, you can ask a current student or staff member to return it on your behalf.

Please return equipment by the date and time noted in your booking. Return all items to the main library helpdesk. If you are aware of any issues with the equipment whether that be faulty or missing parts, please advise the helpdesk staff at the time of returning and if you have not already done so email learningspacestechnology@ed.ac.uk

<table>
<thead>
<tr>
<th>Barcode</th>
<th>ID</th>
<th>Collection</th>
<th>Return</th>
<th>Equipment Loaned</th>
</tr>
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<tbody>
<tr>
<td>3323</td>
<td>310</td>
<td>Fri 29th Mar 2019</td>
<td>Fri 29th Mar 2019</td>
<td>Zoom H8 Portable Audio Recorder</td>
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Additional Notes: This is where extra information from the technician goes.

Return Address: Ground Floor Helpdesk, Main Library, 30 George Square, Edinburgh, EH8 9LJ

Collected By: Signature

User signs and prints here.

The Booker’s name and email address.

The items booked and collection/return dates and times.

Any additional notes from the technician looking out the equipment.
Cancelling or Amending a Booking

1. You can cancel a booking that has already been confirmed by the Service Desk by logging into your dashboard and clicking on the My Bookings icon. Find the booking you wish to cancel, and press Cancel.

2. A confirmation screen will appear. Please complete the box with your reason for cancelling before pressing the Cancel Booking Button. You will receive an email notification to confirm cancellation. No further action is required.

3. There is no way for you to amend an existing booking. If you need to make any changes (e.g. to collection/return date/time, item etc.), simply cancel the existing booking as above then create a new booking request.

4. Loan extensions may be permitted within reason, depending on demand. If you have already collected an item and would like to keep it for longer than it was originally booked, email learningspacestechnology@ed.ac.uk and we will assist you if we can, subject to equipment availability. If the booking extension is approved, you will receive an email confirming the new return date.
**Reporting a Faulty Item**

If equipment you have borrowed develops a fault whilst you are using it, email or phone to let us know ASAP. Give as much information as possible so we can determine the best way to proceed. We will advise you of the next steps.

If you are due to return equipment that is faulty or broken, return everything on time but also email us about the fault so we can take appropriate action.

**Please do not return faulty equipment without telling us about the problem**

**Damaged, Lost and Stolen Items**

You must inform us immediately if an item in your care is damaged, lost or stolen. See the full Terms and Conditions for your responsibilities in this regard.

**Restrictions to Loan Requests**

- We encourage users to make booking requests with as much notice as possible and require at least 2 working days’ notice.
- Equipment **CANNOT** be requested or booked in person at the Main Library Helpdesk Equipment collection point – all bookings must be requested via the online booking system.
- Collection and Return is between the hours of 09:00-16:30 Mon-Fri only.
- The maximum loan duration is 7 days – under no circumstances can this be extended during term time. Special exceptions during Vacation period *may* be possible at the sole discretion of the LST Service Desk.
- The individual collecting equipment **MUST** be the same person who booked it. You will be asked for your university ID at time of collection. The same person should also return the equipment, however if this is not possible you may ask another current staff member or student at UoE to return the equipment on your behalf. You continue to bear responsibility for any equipment borrowed until such time as it is returned to us.
- Learning Spaces Technology reserve the right to ban a user from the equipment loan service if they have breached any of the Terms and Conditions.

**Contact Details**

If you are having trouble using the online booking service or you require assistance with any aspect of the booking process, please contact Learning Spaces Technology for help.

Email: learningspacestechnology@ed.ac.uk  
Phone: 0131 650 4097

The Loan Service operates Mon-Fri 08:30-17:00