

# AV LOANS HOW TO GUIDE FOR USERS

# Contents

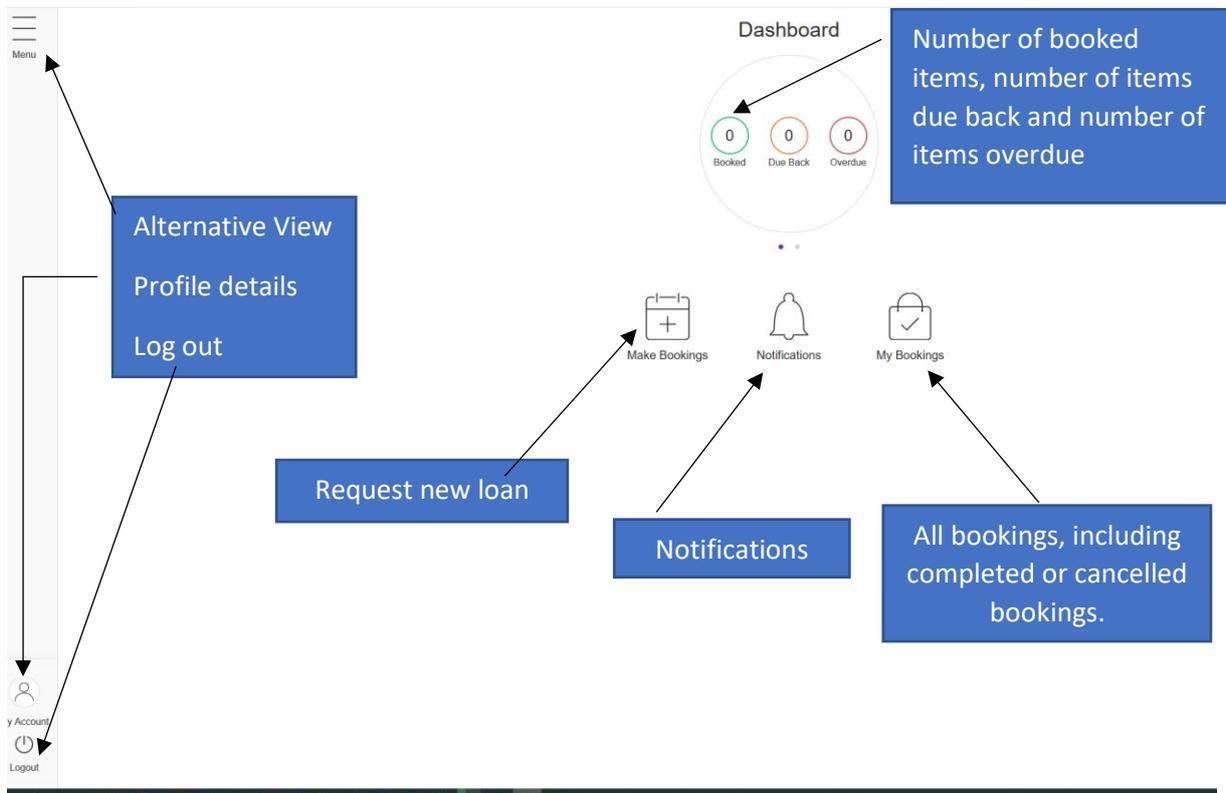
<u>SECTION</u>	<u>PAGE NO.</u>
<b>Introduction</b>	<b>2</b>
<b>Making a Booking</b>	<b>3</b>
<b>Requesting a Familiarisation session</b>	<b>7</b>
<b>Collecting and Returning equipment</b>	<b>9</b>
<b>Cancelling or Amending a Booking</b>	<b>10</b>
<b>Reporting a Faulty item</b>	<b>11</b>
<b>Restrictions to a Loan Requests</b>	<b>11</b>
<b>Contact Details</b>	<b>11</b>

# 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>. 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.



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

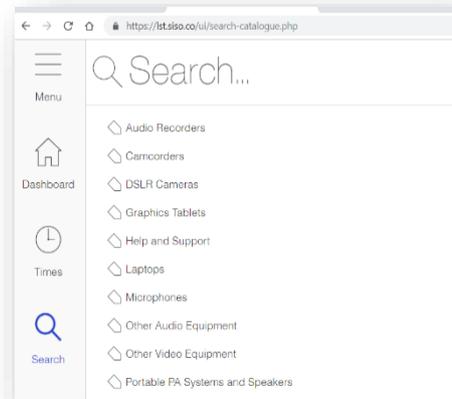
1. Click on the **Make Bookings** icon



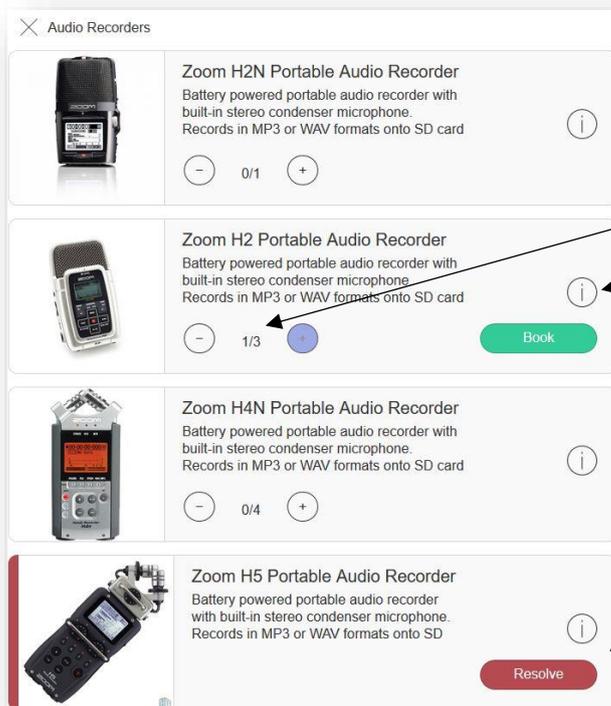
2. Select **Collection Date and Time** and **Return Date and Time**. You can only select weekdays between the times of 09:00-16:30.

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 (i) 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.



Number Selected/Available

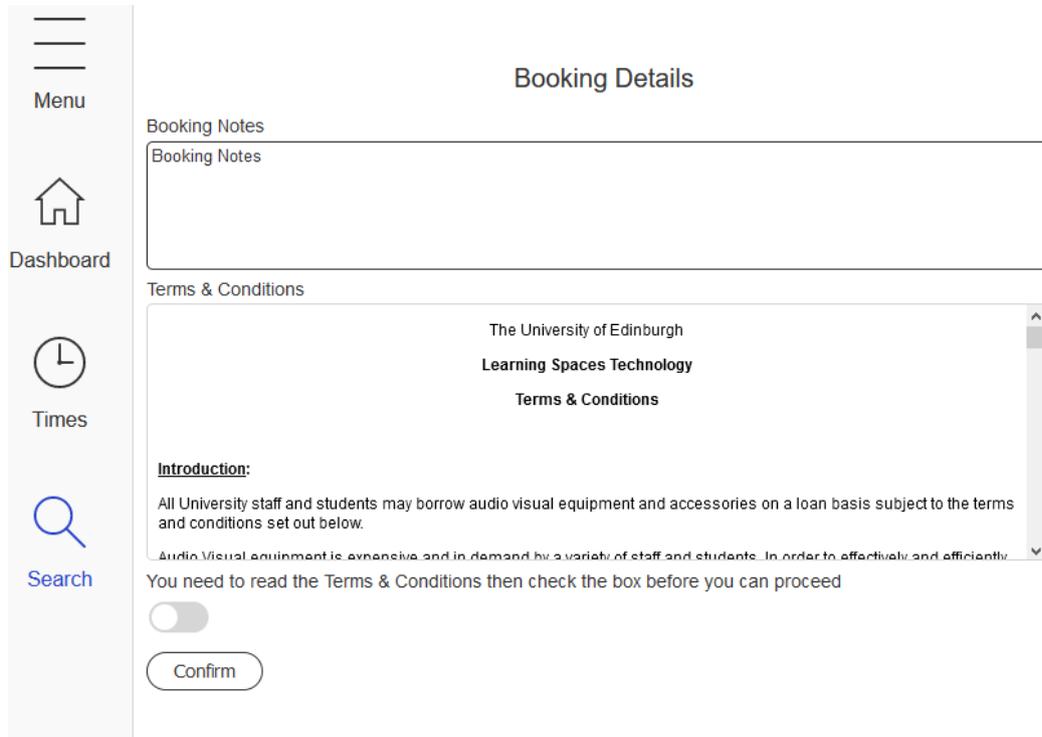
More information

(+) to add an item for selection

Book to proceed once quantity selected

Item is not available at the times selected. Click **Resolve** to see options for alternative times or equipment.

- 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 (viewable in the scroll down window). Press **Confirm** and a message will appear to say 'Your request has been submitted for Approval'



- 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**. 
- 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* 

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

THE UNIVERSITY of EDINBURGH

ONLINE RESOURCE BOOKING

## Booking Request

Dear test,

Thank you for requesting the following item(s).

Booking ID	Qty	Asset Name	Collect	Return	Location
1851	1	Wacom Bamboo Graphics tablet	10/01/2020 11:00:00	10/01/2020 15:00:00	Central, Main Library, Ground Floor, Helpdesk

FOR TESTING PURPOSES

Please note this is only notification of your request at this stage. You will shortly receive a follow up email either confirming or rejecting your booking.

Regards  
Learning Spaces Technology Service Desk

This email shows the details (date, time, equipment) of the request that has been made.

- Email notifications can also be found by clicking on the **Notification** icon. This will list notifications from all bookings past and present.

Menu

Dashboard

Filter

**Reminder**

● Alerts

Reminder - Please keep your login credentials private and safe. Be aware that passing on your login ...

[View](#)

**Booking Cancelled**

● Notifications

...

Tue 30th Nov 2021 3:00 pm

[View](#)
[Delete](#)

11. Once the LST Service Desk have approved or rejected your request, you will receive a notification by email and in your notifications tab in your dashboard.

**Booking Confirmation**

The following booking(s) have been confirmed.

Booking ID	Qty	Asset Name	Collect	Return	Location
3054	1	Wacom Bamboo Graphics tablet	13/12/2021 15:00:00	15/12/2021 15:15:00	Central, Main Library, Ground Floor, Helpdesk

**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**.

**ONLINE RESOURCE BOOKING**

**Booking Cancelled**

Dear test,

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

Booking ID	Qty	Asset Name	Collect	Return	Rejected Reason	Location
1853	1	Apple MacBook Pro laptop	10/01/2020 09:00:00	10/01/2020 13:00:00	(NOTE TEST ONLY) DUE TO LIMITED RESOURCES WE ARE NOT TAKING ANYMORE BOOKINGS THIS WEEK.	Central, Main Library, Ground Floor, Helpdesk
ADD IN ANY ADDITIONAL NOTES HERE						
1851	1	Wacom Bamboo Graphics tablet	10/01/2020 11:00:00	10/01/2020 15:00:00	TESTING PURPOSES ONLY	Central, Main Library, Ground Floor, Helpdesk
FOR TESTING PURPOSES						

Please contact the Learning Spaces Technology Service Desk on 0131 650 4097 or email [learningspacetechnology@ed.ac.uk](mailto:learningspacetechnology@ed.ac.uk) for further information.

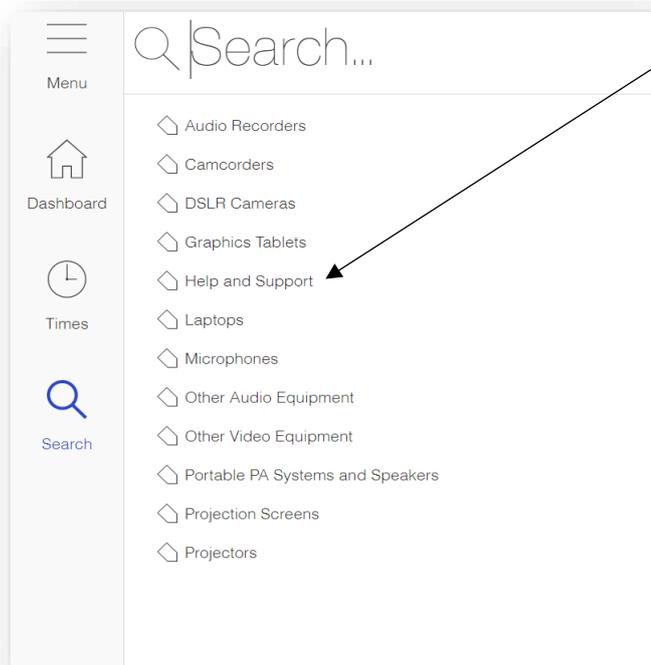
Regards  
Learning Spaces Technology Service Desk

A rejected reason will be noted here

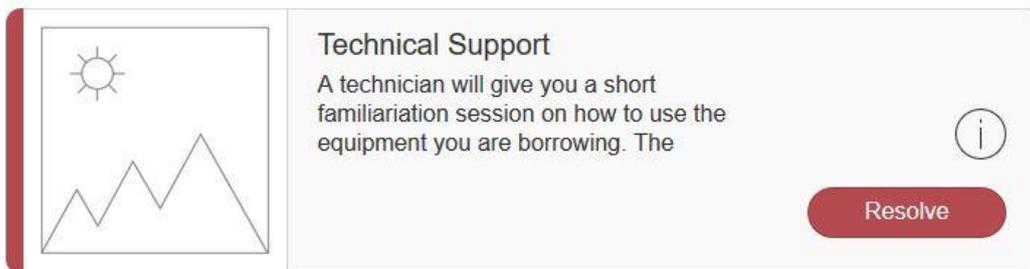
# Requesting a Familiarisation Session

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 [Resolve](#) 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.

Booking exceeds Maximum booking duration of 0hrs 30mins. (Ref: BAA004)

Suggested Times

29/03/2019 09:00 am to 09:30 am | Duration: 30 mins

Change Date / Times

Please select a Collection / Return date and time

Collection	Fri 29 Mar 2019	09:00
Return	Fri 29 Mar 2019	16:00

[View Calendar](#)

Alternatively, you can manually select the time you would like to meet the technician using the boxes lower down. Click [Book](#) to confirm your request.

**You can either book a 15 min or 30 min familiarisation session depending on availability. You must be at the collection point on time or you risk losing this session. The technician is not obliged to stay for the duration of the booked 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.

The date the items were looked out and the technician who looked them out

The Booker's name and email address and user id

The items booked and collection/return dates and times.

User signs and prints here

**THE UNIVERSITY of EDINBURGH**

**AV Equipment Booking Form**

Form Ref: 432      

Date Issued: Tue 7th Jan 2020 13:38

Issued By: Susanne Knowles

Name: Joseph Black  
Email: [alastairtaylor89@gmail.com](mailto:alastairtaylor89@gmail.com)  
UID: 999999

BOOKING ID	BARCODE	ITEM	COLLECTION	RETURN
1848	816	Camera tripod	08/01/2020 09:00:00	10/01/2020 09:30:00
1847	807	Canon Legria HF G26 Camcorder	08/01/2020 09:00:00	10/01/2020 09:30:00

**Signature**

**Print Name**

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

**Learning Spaces Technology**  
Email: [learningspacestechnology@ed.ac.uk](mailto:learningspacestechnology@ed.ac.uk)  
Tel: 0131 6504097

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](mailto:learningspacestechnology@ed.ac.uk)

## Canceling 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 



Zoom H2 Portable Audio Recorder ● Booked

Collect: 15/03/2019 09:00

Return: 15/03/2019 16:00 i



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.

### Cancel Booking

Dell Latitude 7480 Laptop

Collect: 26/02/2019 11:30

Return: 27/02/2019 09:00

Reason for Cancelling

Reason for Cancelling

Cancel Booking

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](mailto: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 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 hold 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 require assistance with any aspect of the booking process, please contact Learning Spaces Technology for help.

Email: [learningspacestechnology@ed.ac.uk](mailto:learningspacestechnology@ed.ac.uk)

Phone: 0131 650 4097

[Service Desk Support](#)