

The University of Edinburgh

Learning Spaces Technology

AV Loans

How to Guide for Users

July 2024

Contents

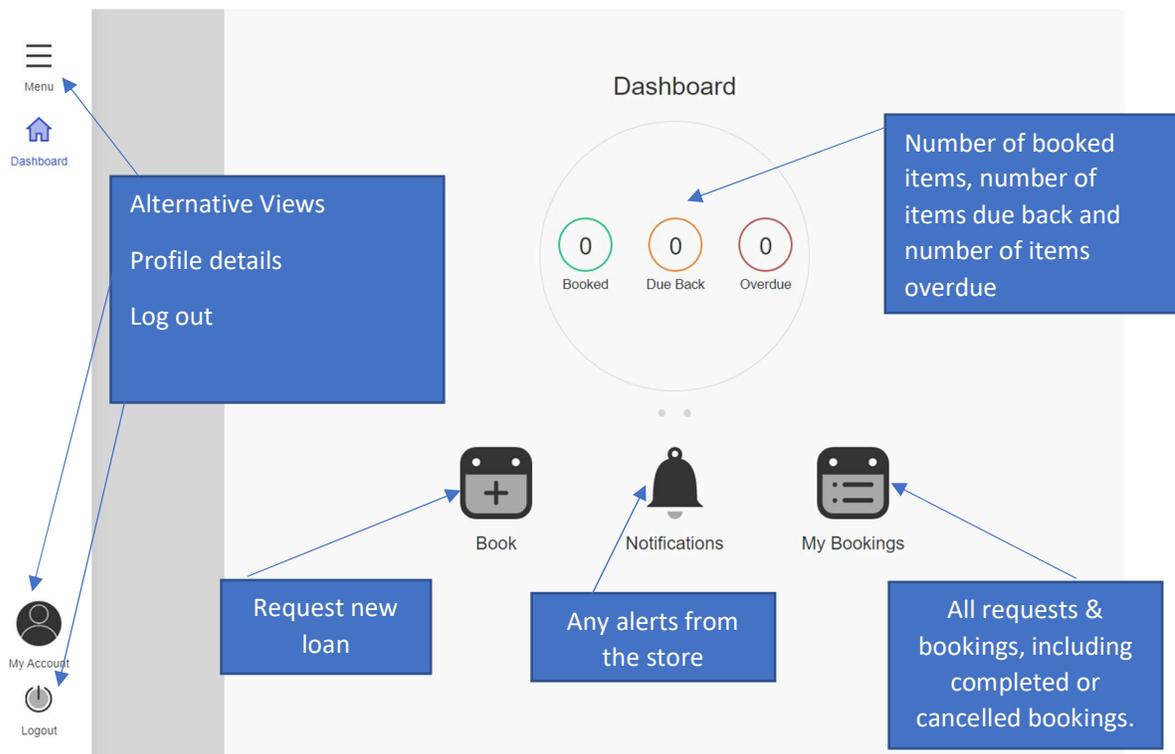
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Introduction

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

On first logon (using EASE), users will be asked to complete a one-time registration. Please fill out the details and submit. You will receive an email notification once your registration has been approved. Please allow 48 working hours for the registration to be approved. If you do not receive a confirmation of approval after this time frame, contact Learning Spaces Technology. Contact details can be found at the end of this guide.

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 on [My Account](#) . The colour options are at the bottom of the page.

If required, you can read our Accessibility Statement in full:

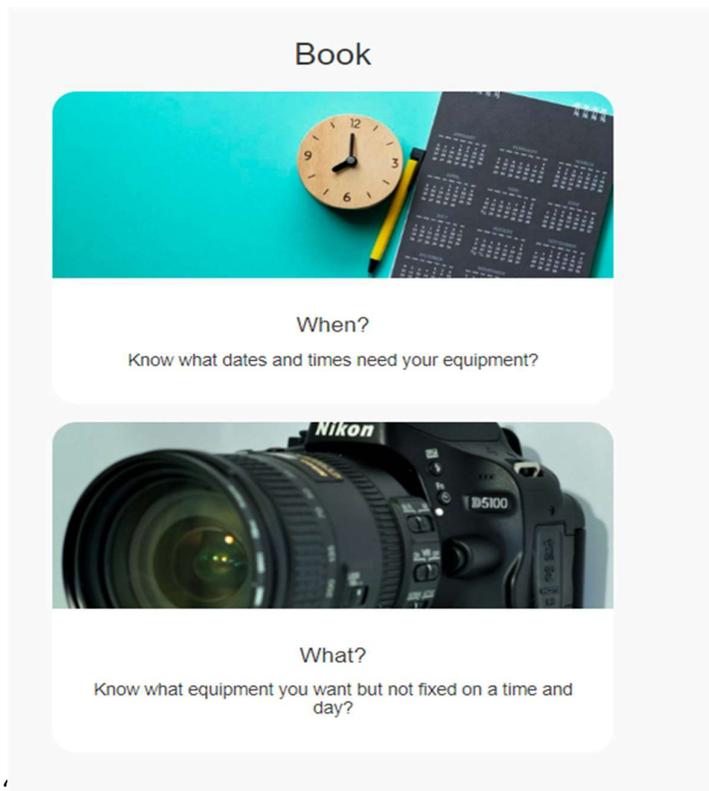
[Equipment Loans - Accessibility Statement | The University of Edinburgh](#)

Making a Booking



Book

1. Click on the **Book** icon
2. It will take you to a page where it will allow you to book your equipment – either by ‘When’ or by ‘What’.



3. If you know what dates and times you need the equipment, then click on the first option ‘When’
4. This will take you through a selection of Collection and Return dates and times – please remember to select your return date and time. For Store Admin reasons the minimum booking duration is now 24 hours, however you can return kit earlier during our opening

hours if need be. Once you have selected your dates and times double check them here and then 'Search'.

Please select a time duration

Collection	Fri 26 Aug 2022	10:30
Return	Tue 30 Aug 2022	10:30
<input type="button" value="Search"/>		
<input type="button" value="Reset"/>		

5. Next you will see a list of equipment categories, click on the relevant one to see the options. You can also use the Search bar at the top of the page if you know the exact piece of equipment you want. There is also the  [My Lists](#) option where you can see a list of any 'favourites' you have saved (see further on in guide on how to do this)

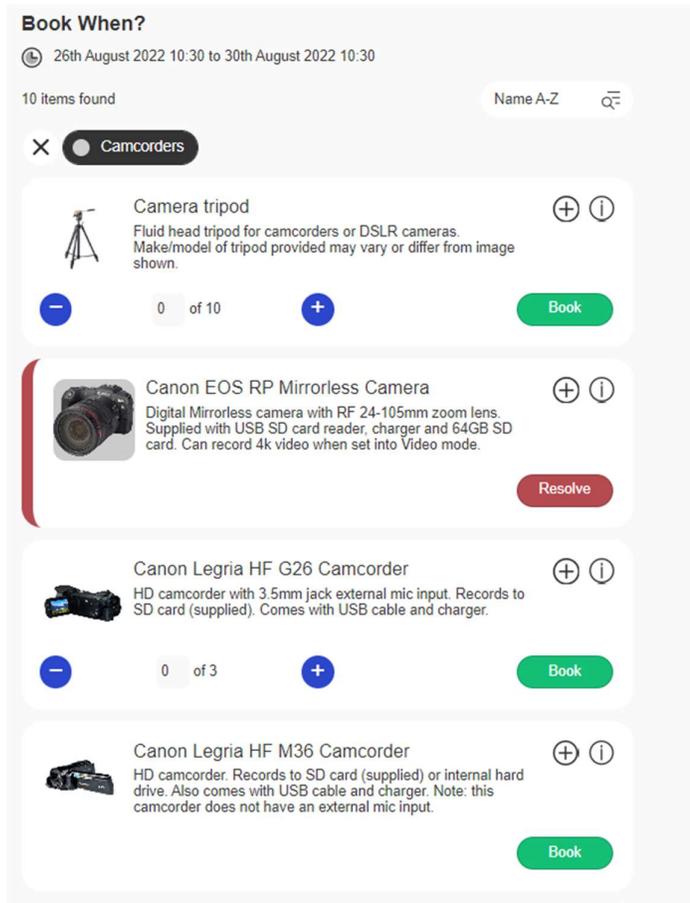
Search...

Book When?
🕒 26th August 2022 10:30 to 30th August 2022 10:30

- My Lists →
- Audio Recorders →
- Camcorders →
- DSLR Cameras →
- Graphics Tablets →
- Help and Support →
- Laptops →
- Microphones →
- Other Audio Equipment →
- Other Video Equipment →
- Portable PA Systems and Speakers →
- Projection Screens →
- Projectors →

6. Once you have clicked on a category, you will see the equipment that falls under that heading. Select your chosen item by  the quantity required and then clicking .

If your chosen item is not available, it will say  and once you click here it will mention the date(s) and time(s) option that it is next available and it will give you a list of alternative options to choose from.



You will also notice that beside each item is an information icon  which once clicked will bring up information on that asset.

7. Once you have selected the quantity and pressed Book, the next page is where you can add in any Booking Notes. **PLEASE ONLY USE THIS TO REQUEST ADDITIONAL CABLES AT TIME OF BOOKING ONLY. DO NOT USE THIS BOX TO REQUEST LOAN EXTENSIONS OR ANY ADDITIONS AFTER THE BOOKING HAS BEEN CONFIRMED AS IT WILL NOT BE ACKNOWLEDGED.**

Our [Terms and Conditions](#) are there also – please read through these in full. The system will not allow you to submit your request until you have checked the box to say you have read and understood the Ts&Cs. Once you have done this, click  to proceed.

Booking Details

Booking Notes (USE TO REQUEST ADDITIONAL CABLES AT TIME OF BOOKING ONLY - ANY OTHER REQUESTS FOR LOAN EXTENSIONS OR ADDITIONS AFTER THE BOOKING HAS BEEN CONFIRMED WILL NOT BE ACKNOWLEDGED)

Booking Notes (USE TO REQUEST ADDITIONAL CABLES AT TIME OF BOOKING ONLY - ANY OTHER REQUESTS FOR LOAN EXTENSIONS OR ADDITIONS AFTER THE BOOKING HAS BEEN CONFIRMED WILL NOT BE ACKNOWLEDGED)

Terms & Conditions

The University of Edinburgh
Learning Spaces Technology
Terms & Conditions

Introduction:

All University staff and students may borrow audio visual equipment and accessories on a loan basis subject to the terms and conditions set out below.

Audio Visual equipment is expensive and in demand by many staff and students. In order to effectively and efficiently manage the loan of equipment and to ensure that all users have an equal opportunity to access the equipment they need, the University requires that users must agree to comply with these terms and conditions if they want to borrow such equipment.

You need to read the Terms & Conditions then check the box before you can proceed



Confirm

8. Your booking request has now been submitted. The  icon on the left hand side menu will detail your request(s).

Review

Search ×

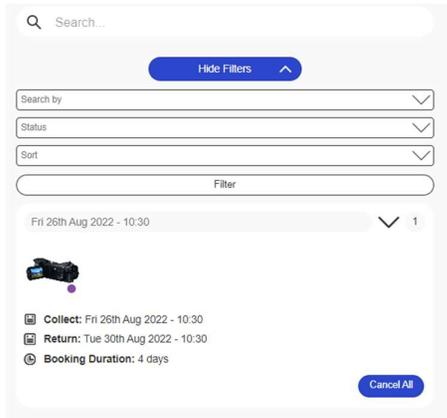
Cancel Selected Cancel All Save Items to List

<input type="checkbox"/>	 <p>Canon Legria HF G26 Camcorder Booked To: test student Collect: 26/08/2022 10:30 Return: 30/08/2022 10:30</p>
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Cancel

You can also view all your requests & bookings in your My Bookings section in your dashboard.

There is a colour scheme within this section which allows you to determine what status a particular piece of kit is at in the booking process and that can be found within the Status drop down selection if you wanted to filter the list.



PLEASE NOTE AT THIS STAGE IT IS ONLY A BOOKING **REQUEST**. YOU WILL RECEIVE AN EMAIL (see Appendix) WHICH HIGHLIGHTS THE DETAILS OF THE REQUEST. THE REQUEST IS SENT TO LST SERVICE DESK FOR REVIEW.

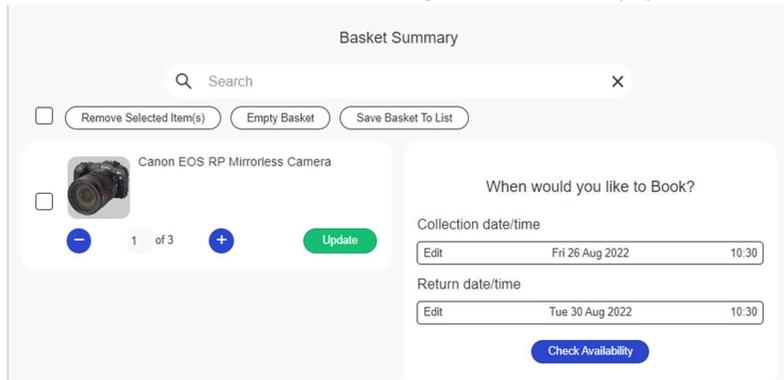
YOU WILL RECEIVE A BOOKNG CONFIRMATION EMAIL IN DUE COURSE. IF THERE IS A PROBLEM WITH YOUR REQUEST YOU WILL RECEIVE A CANCELLATION EMAIL WHICH WILL EXPLAIN WHY IT HAS NOT BEEN AUTHORISED.

9. As stated in step 2 above, you can also book your equipment by selecting the item first and then the date/time. The process is similar in that you will select the quantity, but you are then required to **Add to Basket**.

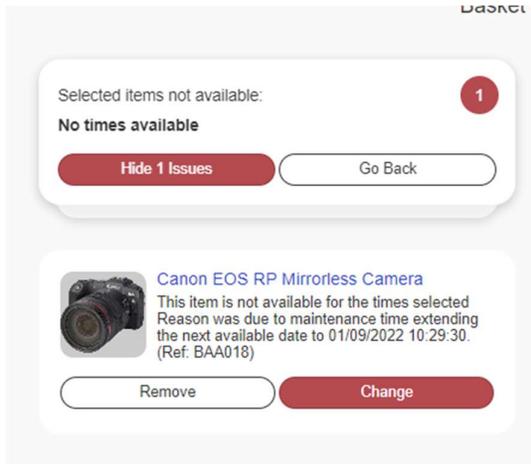


click on the **Basket** icon on the left-hand side menu.

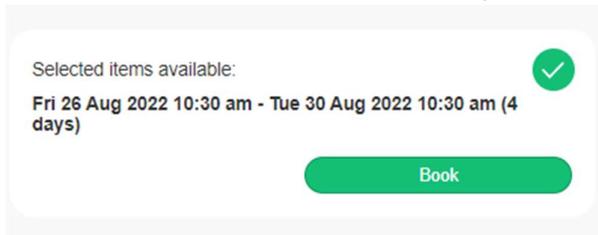
10. From here you would select your dates and time. Please note this will only check availability of the items selected so there are no guarantees the equipment will be available.



Once you check availability it will let you know if there is an issue or not and it will indicate what you need to do next.



If the chosen item is available, it will allow you to click Book



The process from here is highlighted in steps 7-8 above.

All collections and returns are to the Main Library Helpdesk, Ground Floor Main Library. Please do not turn up unless you have received the confirmation email.

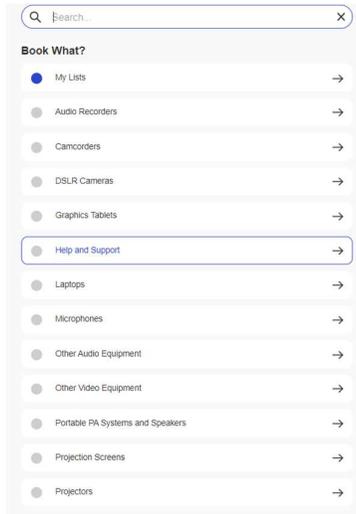
The person booking the equipment MUST be the person collecting it.

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.

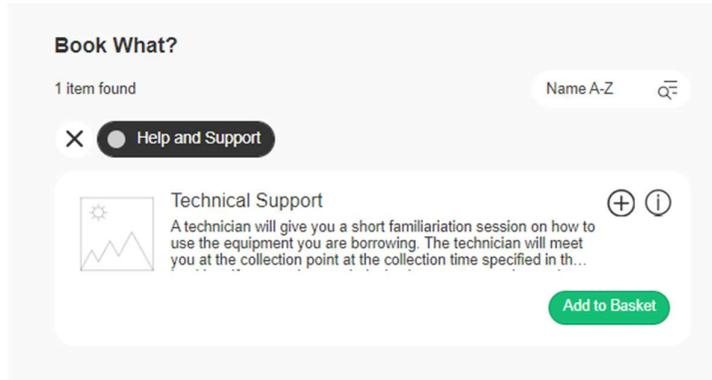
Requesting a Help & Support Session

A user may not be familiar with the type of equipment that they 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.

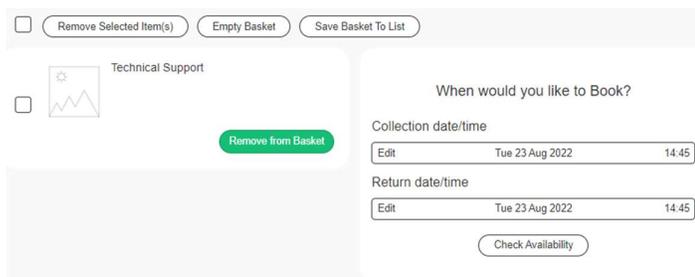
1. To request a help and support session, work your way through the previous steps on how to book equipment. Once you have selected the equipment, go to the category Help and Support as highlighted below.



2. On the following screen, click Add to Basket



3. You would then go through the steps to check availability for the date/time this is required for (please note it will usually be for the same date and time you are requesting to collect the equipment).



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 have not turned up within the first 10 mins.

If you try to book for longer than a 30 min time slot, the system will pull up an error and the reason stated – you can rectify this by either removing the session from your basket or changing the selection to a 15min or 30min time slot.

The screenshot shows a 'Basket Summary' page with two main sections. The left section, titled 'Selected items not available', indicates 'No times available' with a red circle containing the number '1'. It includes a red 'Hide 1 Issues' button and a white 'Go Back' button. Below this is a 'Technical Support' section with a gear icon and a line graph, stating 'Booking exceeds Maximum booking duration of 0hrs 30mins. (Ref: BAA004)'. It has a white 'Remove' button and a red 'Change' button. The right section, titled 'When would you like to Book?', contains two input fields: 'Collection date/time' and 'Return date/time'. Both fields show 'Thu 25 Aug 2022' and '14:45' respectively, with an 'Edit' button to the left of each. A white 'Check Availability' button is positioned below these fields.

If your request has been successful in terms of time selections, you will receive the usual notification emails.

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 accepted, ensure 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. There will be no exceptions to this and no 'reminder to collect' emails will be sent out.

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 which includes the name of the person who booked the equipment so the library staff will be informed of who should be collecting it.

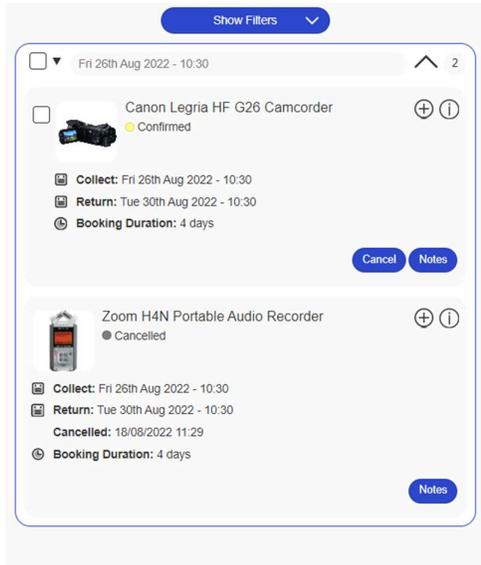
Where possible, equipment should be returned by the person who booked and collected it. If necessary, you can ask a current student or staff member to return it on your behalf.

Please return equipment by the date and time noted in your booking and confirmation emails. You can return equipment earlier than the return date if needed. 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 email learningspacestechnology@ed.ac.uk

Non-collection of kit that has been booked for more than 1 day – if you have not collected the kit after 24 hours from the confirmed time/date of collection, your booking will be automatically cancelled, the equipment restocked and no longer available for collection. NO 'COLLECTION REMINDER' EMAILS WILL BE SENT TO THE USER.

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.
2. All your requests & confirmed bookings will be listed. You may need to expand the list by clicking the drop arrow at the left.



3. Locate the booking you wish to cancel and click . You will be asked to give a reason for cancelling. Then confirm with the cancel booking button. You will receive an email to confirm cancellation. No further action is required.
4. **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. Alternatively, you can get in touch with our service desk who maybe able to amend the booking for you pending availability. If it is possible, you should receive an email to say your booking has been changed. **Please note it is no longer possible to accept requests to bring forward booking dates.**
5. 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. **Please note we do not allow repeated loan extensions.**

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.

Adding to Favourites & Creating Lists

For items you may borrow more than once, there is the option for a user to create their own lists or tag an item as a favourite.

1. To do this when you go to book an item click on the  icon. This will then give you the option to add it to favourites or add to a list. You can do both. If you decide to add to a list, click that icon – here you will be able to create multiple lists or add to existing ones.
2. Your saved items will then be available in the My Lists tab when you go to select your equipment choice.



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 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.
- The maximum loan duration is 4 weeks
- 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. See [Service Desk Support](#)

Email: learningspacestechnology@ed.ac.uk

Phone: 0131 650 4097

Appendix

Booking Request Email:

THE UNIVERSITY
of EDINBURGH

ONLINE RESOURCE BOOKING
Booking Request

Dear test,

Thank you for requesting the following loan item(s).
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.

Booking ID	Qty	Asset Name	Collect	Return	Location
4366	1	Zoom H4N Portable Audio Recorder	26/08/2022 10:30:00	30/08/2022 10:30:00	Central, Main Library, Ground Floor, Helpdesk

Regards
Learning Spaces Technology Service Desk

The information in this email is confidential and is intended solely for the addressee. Access to this email by anyone else is unauthorised.

Booking Confirmation Email:



THE UNIVERSITY
of EDINBURGH

ONLINE RESOURCE BOOKING

Booking Confirmation

Dear test,

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

Booking ID	Qty	Asset Name	Collect	Return	Location
4375	1	Canon EOS 70D (W) DSLR Camera	31/08/2022 09:00:00	01/09/2022 09:00:00	Central, Main Library, Ground Floor, Helpdesk

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).

Regards
Learning Spaces Technology Service Desk

The information in this email is confidential and is intended solely for the addressee. Access to this email by anyone else is unauthorised.

Booking Cancelled Email:



THE UNIVERSITY
of EDINBURGH

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
4366	1	Zoom H4N Portable Audio Recorder	26/08/2022 10:30:00	30/08/2022 10:30:00	DUE TO STAFF SHORTAGES WE ARE UNABLE TO TAKE ANY NEW BOOKINGS FOR THIS TIME. PLEASE ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE THIS CAUSES.	Central, Main Library, Ground Floor, Helpdesk

Booking Notes: DUE TO STAFF SHORTAGES WE ARE UNABLE TO TAKE ANY NEW BOOKINGS FOR THIS TIME. PLEASE ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE THIS CAUSES.

Please contact the Learning Spaces Technology Service Desk on 0131 650 4097 or email learningspacestechnology@ed.ac.uk for further information.

Regards
Learning Spaces Technology Service Desk

The information in this email is confidential and is intended solely for the addressee. Access to this email by anyone else is unauthorised.

Booking Changed Email:



Booking Changed

Dear test,

The dates and times of this booking have been amended by Learning Spaces Technology.

Booking ID	Qty	Asset Name	Collect	Return	Location
4375	1	Canon EOS 70D (W) DSLR Camera	31/08/2022 09:00:00	01/09/2022 09:00:00	Central, Main Library, Ground Floor, Helpdesk

Please check you are happy with the change(s) and if you have any queries please contact the Learning Spaces Technology Service Desk on 0131 650 4097 or email learningspacetechnology@ed.ac.uk

Regards

Learning Spaces Technology Service Desk

The information in this email is confidential and is intended solely for the addressee. Access to this email by anyone else is unauthorised.