Purpose:
The purpose of this policy is to set forth the terms and conditions for utilizing technology support equipment made publicly available by the Media Services Department for use by students, faculty, staff or their respective departments. This policy is in place to protect the interests of both the Media Services Department and all borrowers from abuse, theft (loss), and damage.

Scope:
This policy applies to all students, faculty, staff, or their respective departments who accept the conditions of this policy by borrowing any technology support equipment made publicly available by the Media Services Department.

Definitions:
Borrower - Penn State student, faculty, or staff member to whom responsibility of Media Services equipment has been transferred.

Day - Any 24 hour period which begins at 12:00 AM and ends at 11:59 PM.

Equipment - any property made publicly available by Media Services for use by Penn State students, faculty, staff, or their respective departments.

Media Services - The Department and its personnel that oversees the technology support needs of Penn State New Kensington

Service Desk - The Media Services help desk located in the Penn State New Kensington Computer Center.
Weekend - Saturday and Sunday, collectively.
General Policy:

Reservations

1. Media Services Requests are submitted either at the Service Desk or on-line at: http://www.nk.psu.edu/assistance.
2. Reservations will be confirmed in the order that they are received.
3. Reservations will be scheduled based upon equipment availability.
4. Any other form of a request will not be accepted (e.g., handwritten notes, voice mail, and e-mails).
5. Requests are accepted for current semester only.
6. Reservations end by the Computer Center closing time on the date of the reservation.

Responsibility

1. The borrower is solely responsible for lost and/or damaged equipment as well as any late penalties (refer to section 4) incurred.
2. By signing the equipment sign-out form, the borrower agrees to be bound by the terms of this policy and agrees to allow Media Services to apply any late fee charges to the borrower's Bursar account.
3. The borrower authorizes The Pennsylvania State University to apply any federal financial aid received toward any charges assessed to the borrower's Bursar account. The Pennsylvania State University may continue to apply the borrower's student aid funds for this purpose until the borrower rescinds their authorization, in writing.

Service Level Agreement

<table>
<thead>
<tr>
<th>Type of Request</th>
<th>Lead Time Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Reservation &amp; Pickup</td>
<td>0 Business Days</td>
</tr>
<tr>
<td>Media Commons Reservation</td>
<td>0 Business Days</td>
</tr>
<tr>
<td>Equipment Delivery/Setup</td>
<td>3 Business Days</td>
</tr>
<tr>
<td>Polycom Reservation (No Bridge Required)</td>
<td>3 Business Days</td>
</tr>
<tr>
<td>Polycom Reservation (Bridge Required)</td>
<td>5 Business Days</td>
</tr>
</tbody>
</table>

Any request which requires any one of the following must be submitted ten (10) business days prior to the start date.
- Media Services staff to be present for the duration of the event
- Events which occur outside of the Computer Centers hours of operation

Requests made in less than the required advance notice are not guaranteed and request completion will depend upon the availability of equipment and the Media Services Staff. To see what equipment is available, what is installed in each room, and to review our policies, guidelines, and tips, please visit the Media Services Website. Media Services appreciates your attempt to reserve a room which already contains the equipment that you need.
Lending Policy:

General
1. Equipment loans begin at the time of pickup on the date reserved.
2. The transfer of equipment and responsibility to the borrower may take place at any time during the business day at the discretion of Media Services.
3. Weekends are counted as two days (Saturday and Sunday).
4. Equipment returned late is subject to any applicable penalties (see Section 4).
5. Any loan or recall that would become due on a weekend, a day that the Media Services office is closed, or a day the campus is closed due to extenuating circumstances is automatically due at noon on the next operating business day which the campus is open.
6. Late fees will not be assessed on a day the Media Services office is closed.
7. Late fees will be assessed on the amended return date if the equipment is returned late by the borrower.
8. Standard and extended loan terms may not be applicable to equipment requested via the Media Request Form.

Standard Loan Terms
1. The standard loan period begins at time of equipment sign-out for walk-in customers or at the requested reservation time for advanced reservations.
2. Equipment may be returned prior to its due date and time.

Extended Loan Terms
1. Extended loans are subject to equipment availability and demand.
2. An extended loan may be requested at any time prior to the expiration of the standard loan.
3. The period of an extended loan is seven days or at the discretion of a Media Services supervisor not to exceed two weeks
4. Equipment may be returned any time prior to its due date and time.

Recalls
1. Only equipment on an extended loan will be subject to a recall by Media Services.
2. Recalled equipment must be returned by noon on the next business day which follows the recall notice.
3. Media Services will send recall notices via e-mail and/or voicemail.
4. It is the borrower’s responsibility to check whether a recall notice has been issued.
5. The borrower may contact the Media Service department to ascertain whether a recall has been issued.
Equipment Delivery and Setup
1. Media Services will deliver and setup equipment to any location on the New Kensington campus.
2. To warrant equipment delivery, the following conditions must be met;
   i. the request must support the University’s mission
   ii. no other spaces on campus with the requested technology are available for use
   iii. the requester must be unfamiliar with connecting or setting up the equipment
   iv. the requester must have given an advance notice according to the Service Level Agreement

Equipment Returns
1. If the reservation was picked up in the Computer Center by the user, the user is responsible for returning the equipment to the Computer Center when it’s due.
2. If the reservation was delivered and setup by Media Services, it is the responsibility of Media Services to pick-up and return the equipment.

Late Penalties
1. You agree to return equipment on or before the due date and time as other individuals may be waiting for its return. Equipment returned late by a borrower is subject to a penalty of $5.00 per day.
2. Late penalties are assessed at noon on the date the loan is due and continue to accrue once per day until the equipment is returned.
3. Once the Media Services office is closed, any overdue equipment is due by noon the following business day.
4. Applicable penalties and/or charges will be charged to the borrower's Bursar account.
5. A financial hold may be placed on the borrower's Bursar account at the discretion of Media Services if late charges are not paid.
6. A financial hold will remove the borrower's ability to schedule classes or graduate until any applicable fees are settled and the hold lifted by Media Services.

Lost, Stolen, or Damaged Equipment
1. Lost, stolen, or non-repairable damaged equipment will be charged to the borrower’s Bursar account.
2. Media Services will charge the actual market replacement cost to replace the equipment with the same or similar model equipment. The fee may be prorated based upon the age of the equipment at the discretion of Media Services.
3. Media Services reserves the right to determine whether damaged equipment can be repaired. If damaged equipment is deemed as being repairable, the borrower’s account will be charged for the actual market repair cost to repair the equipment to like new condition.
4. A hold may be placed on the borrower’s Bursar account at the discretion of Media Services for non-payment of charges related to lost, stolen, or damaged equipment. A financial hold will
remove the borrower's ability to schedule classes or graduate until any applicable fees are settled and the hold lifted by Media Services.

**Laptop Reservation Policy**

1. Laptop sign-out are only available to staff and faculty that do not have a University laptop assigned to them.
2. If a staff or faculty member has been assigned a laptop by Media Services or the University, they are expected to use it for their event/function.
3. Students may not reserve laptops via Media Services. However, students may reserve laptops at the New Kensington library. More information can be found here: http://www.libraries.psu.edu/psul/newkensington/about/laptops.html

**Policy Amendments:**

Media Services reserves the right to amend this policy with or without notice. Any changes will be immediately reflected on the Media Services website and this policy.

**Policy History:**

September 24, 2015 – The link in laptop reservation policy, item #3 was updated to reflect a URL change.

July 16, 2014 – Removed duplicate information under the “Reservations” section, wording change under the “General Lending” section, added one equipment delivery stipulation under the “Equipment Delivery and Setup” section.

November 22, 2013 – SLA added under General Policy (krc5016)

January 10, 2013 – Policy Ratified by Chancellor Kevin Snider