



# **Faculty of Arts**

# **MK Media Stores**

**Handbook 2013/2014**

## **INTRODUCTION**

The MK Media Store is a resource within the Faculty of Arts at the University of Wolverhampton, which provides equipment for students working towards the following awards:

**BA (Hons) Visual Communication**  
**BA (Hons) Visual Communication (Graphic Design)**  
**BA (Hons) Visual Communication (Illustration)**  
**BA (Hons) Art and Design with Foundation Year**  
**BA (Hons) Fashion and Textiles**  
**BDes (Hons) Interior Design**  
**BDes (Hons) Product Design**  
**BA (Hons) Applied Arts**  
**BA (Hons) Fine Art**  
**BA (Hons) Photography**  
**BA (Hons) Animation**  
**BA (Hons) Computer Games Design**  
**BA (Hons) Video and Film Production**  
**BA (Hons) Art and Design with Foundation Year**  
**MA Design and Applied Arts**  
**MA Digital and Visual Communications**  
**MA Fine Art**  
**PhD Study**

The MK Media Stores has a highly dedicated, enthusiastic and skilled team who are here to help you through your years at University. Please make sure you speak to them about any issues you have – we are here to help!

All operational issues will be dealt with according to the processes outlined within this document and students should familiarise themselves with this fully if they wish to use the MK Media Stores. Issues raised by students and staff will always be dealt with as quickly as possible. All staff will deal with responses to student issues in a professional manner that represents the operating principles of the MK Media Stores and the Faculty.

## **HOW TO CONTACT US**

The most important thing is to speak to us! If you have a question about technical equipment, technical training, how to book, if you don't understand why you got a fine, how something works then just ask! There is always someone in the Stores willing to help so if you're not sure of something just ask!

For all issues related to the MK Media Store, please contact Tim, Vinod or Martin:

Tim Baker – Senior Technician – 01902 321973/ [T.Baker@wlv.ac.uk](mailto:T.Baker@wlv.ac.uk)

Vinod Govindbhai – Senior Technician – 01902 518764/ [v.govindbhai@wlv.ac.uk](mailto:v.govindbhai@wlv.ac.uk)

Martin Evans – Principal Technician – 01902 321996/ [M.A.Evans@wlv.ac.uk](mailto:M.A.Evans@wlv.ac.uk)

For any questions related to equipment specific to your course please contact the relevant technician from the list below:

### **Animation & Games Design**

Amo Jandu - [A.Jandu3@wlv.ac.uk](mailto:A.Jandu3@wlv.ac.uk)

### **Fine Art**

Vinod Govindbhai – [v.govindbhai@wlv.ac.uk](mailto:v.govindbhai@wlv.ac.uk)

### **Photography**

Dan Collins - [dan.c@wlv.ac.uk](mailto:dan.c@wlv.ac.uk)

### **Video & Film Production**

Karen Mills - [K.L.Mills@wlv.ac.uk](mailto:K.L.Mills@wlv.ac.uk)

### **General Equipment**

Tim Baker - [T.Baker@wlv.ac.uk](mailto:T.Baker@wlv.ac.uk) or,

Martin Evans - [M.A.Evans@wlv.ac.uk](mailto:M.A.Evans@wlv.ac.uk)

### **Website Resources**

Online Equipment Booking System (SiSo) - <https://mkdms.siso.co/index.php>

MK Media Stores homepage - <http://www.wlv.ac.uk/Default.aspx?page=25077>

## HOW WE CONTACT YOU

We really need to keep in contact with you to let you know what's going on and when. We will do this primarily by:

- E-mail – announcements will be sent to your University e-mail addresses so please check them regularly! Emails will not be sent to personal email addresses.
- SiSo – the *Welcome* page of SiSo (accessed by logging into your account)
- Phone – this is only by exception if we notice you're late or if we need to rearrange your bookings. It's important that we have your current phone number and it's your responsibility to update the Stores if your number changes!

## LOCATION

The MK Media Stores is located in Room MK004 in the MK Building on the City Campus North.

Address: MK Media Stores, Room MK004, MK Building, Wolverhampton University, City Campus, Wolverhampton, West Midlands, WV1 1DT.

## OPENING HOURS - Monday – Friday

- 9.15am – 10.30am
- 11.00am – 12.30pm
- 1.45pm - 3.00pm
- 3.30pm - 4.45pm

Please note that the last **bookable** return or collection of equipment is **up to 4.30pm**.

The MK Media Stores is closed on Saturdays and Sundays – equipment not returned on Fridays will incur weekend penalties.

Please note that any alterations made to these hours to accommodate for staff training and meetings will be clearly sign posted in the MK Media Stores and on the SiSo *Welcome* page.

You should be aware that there are peak periods for equipment collection and return. Monday mornings and Friday afternoons are usually the busiest and you are advised to check your timetables to allow sufficient time to collect or return equipment.

**BANK HOLIDAYS** - The MK Media Stores are closed on bank holidays.

## **TERMTIME ACCESS**

You can access equipment during term time only. The summer break for Undergraduates is classed as 'out of term time' – unless you are re-sitting modules or have extenuating circumstances you will not be able to borrow equipment during this time. Please check the booking system *Welcome* page for information regarding Christmas and Easter holiday bookings nearer the time.

MA students can access equipment throughout the summer – please consult the MK Media Stores website for information on closures to accommodate staff leave and training.

## **REGISTERING WITH THE MK MEDIA STORES**

The MK Media Stores offer access to equipment, through our online booking system, to enable you to complete your coursework. To access this equipment you will need to register using the [Account Registration](#) link on our booking system homepage (<https://mkdms.siso.co/index.php>).

Complete the form – we need all your contact details in case there is a reason we need to get hold of you. Please ensure you use your University e-mail address as your username and make sure that you check it regularly as SiSo will keep you informed of any activity related to your account. Pay particular attention to ensuring that you select your correct course and the year that you started, as this will affect your access to equipment. Please note that all students will be automatically added to the course called *General Equipment*. Please do not alter this option. You will be asked to check a box confirming that you have read and understood the terms and conditions of service with the MK Media Stores, this includes reading this handbook. Once you have completed this form you should submit the information. You will be shown a page, which states that you have been registered – (this does not mean that your account is active). You should allow 2 working days at the start of term for account activation, as it's a busy time of year! Once your account has been approved by an administrator, you will be sent a confirmation e-mail and you will be able to make bookings. If your account is not activated within two days then you should report to the stores, as there may be some problem with the information you have provided. We advise you to download the MK Media Stores handbook and read it to ensure you understand how we operate and what we expect of you.

## **ACCESS TO EQUIPMENT & TRAINING REQUIREMENTS**

When you log into the booking system you will be able to see all the equipment that is accessible to your course and level. Access to equipment is negotiated with your award leaders on an annual basis based on what you require to complete your course work and the capacity of the equipment required for each course and level. Certain equipment is only for use of certain courses for specific module requirements. You will see a 'training hat' icon against a lot of equipment – this means that you need to receive training in order to use that equipment. Training is organized by your academic staff or provided through specialist technical demonstrators.

Once you have attended a training session for any piece of equipment your account will be updated and you will be able to book the equipment. Please note that updating your account could take up to two working days as the Stores staff may have to wait for the academic or technical staff to notify them. It is vital that you attend sessions arranged for you, as you will not be granted access to equipment if you are not trained!

## **BOOKING EQUIPMENT**

All bookings should be made using the online booking system – you will be provided with a demonstration on how to use the booking system as part of your induction process.

## **EQUIPMENT LOAN DURATIONS**

The maximum booking allowance is 72 Hours/ 3 days per week (a weekend is classed as 72 hours). Students are not permitted to make back-to-back bookings and you are only permitted two bookings every 4 days in order to be fair to other users. Stores staff will reject any duplicate bookings. Production crews working together cannot make back-to-back bookings – Stores staff will monitor crew group bookings.

Darkroom equipment, available to Photography students and certain items available to Games Design students are available on a daily basis to allow maximum use of the facilities. Limits to the number of bookings allowed per week do not apply to these items.

The system allows bookings to be made 1 hour before collection. Bookings not collected or attended within 30 minutes of the agreed collection time will be cancelled and the user account will be frozen for a period of 48hrs commencing the next working day. If any booked equipment is no longer required, the booking can be cancelled. Cancellations must be made at least 2hrs before collection. Failure to do so will result in the user account being frozen for a period of 48hrs commencing the next working day.

Users are only permitted to book one of each item unless academic authorization has been obtained.

Bookings made out of working hours are subject to approval during working hours and so will not be available until an hour into the working day at the earliest. Bookings made during working hours are not subject to these restrictions.

## **LONG LOANS**

As a general rule you should try and utilise the time you have with equipment – 72 hours/ 3 days should be enough for you to complete your project if you plan ahead. If you have special circumstances that require you to borrow equipment for longer than the stated loan periods you will need to make a Long Loan Request. The *Long Loan Equipment Request Form* is available in the Stores and you will need to complete as many details as possible and submit it to the Stores. Your request should be made at least 72 hours in advance (don't expect it on the day!). Please note that even if you are granted a long loan it is possible that this may need to be reduced down to the normal standard loan periods if there is a high demand on equipment, as we need to ensure that all students have equal access to equipment. Long loans cannot exceed 7 days unless it is an extreme exception. In this event you will require the approval of your course's divisional leader.

## **CHECKING EQUIPMENT ON COLLECTION**

Every time you are booking out equipment you **must** present your student card, even if you are familiar to staff. If you do not have your student card you will not be allowed to take equipment away.

It is your responsibility to check all equipment you borrow before you leave the Stores! All equipment is thoroughly checked on a daily and weekly basis to ensure that the equipment is in good working order and contains all its parts. You must check for any discrepancies before you leave the MK Media Stores. Any loss discovered once the equipment is in your possession will be deemed your responsibility and you will incur a penalty. If you don't know how to check your equipment please seek assistance from a Stores staff member.

Due to the sheer volume of rechargeable batteries in our stock, we cannot always guarantee to supply batteries charged. Please ensure that you allow enough time in your booking to charge your batteries.

## **RETURNING EQUIPMENT**

When returning equipment please ensure that it is:

### **Well Packed**

Failure to pack kit correctly can often result in damage which will incur a penalty. We expect the kit back in the same state it went out in, so please respect it!

### **Clean**

All kit should be returned in a clean state. The kit should be protected in all circumstances, especially when filming outdoors. If you return your kit in a poor state you will not only be asked to clean it, but you may also be issued with a penalty for negligent behaviour.

### **Complete**

Make sure all elements of the kit are there **before** you return it to the Stores (you should always check your kit on collection to make sure it's complete). If there is a part of the kit missing, you will have 24 hours to locate it and return it to us. If it is not returned within this allotted time you will incur a penalty.

### **On time**

Please return the kit on time. You booked it so it should fit around your schedule. If you're having problems, let us know!

Please allow enough time to return your equipment and be patient - especially around peak times when there is heavy demand on Stores staff. Wait with your kit for it to be checked to make sure everything is there – you cannot leave equipment to be checked without being present.

## **YOUR ACCESS TO EQUIPMENT IS FOR YOU ONLY!**

Students are not permitted to book equipment for the use of any other persons (other than in their official production team) and anyone found to be doing this will have their borrowing privileges revoked. Don't book equipment out for other students because they can't make it in or don't want to pay a penalty which is blocking their account. If something happens whilst the equipment is in your name you are responsible!

## **EXTENDING YOUR BOOKING**

The booking system **does not** allow for casual extensions – you may request to extend your booking up to the 72hr maximum allowed by the system by contacting the stores team.



Please note that requesting an extension is at your **own risk** – the equipment may already be booked out and just because you have tried to contact us does not give you any dispensation not to return the equipment at the agreed time. Bookings denied an extension must still be returned on time! Extensions requested after the booking has expired will incur a penalty as the system automatically generates them.

## **MA STUDENTS ACCESS TO EQUIPMENT DURING THE SUMMER PERIOD**

MA/PhD students are permitted to use equipment over the summer break to support module work. It is advised that all students regularly check noticeboards and the booking system *Welcome page* for any closures or equipment lockdowns.

## **WHAT WE EXPECT FROM YOU**

### **Pick equipment up on time**

We expect you to tell us when you are unable to collect your equipment on time. If you don't need the equipment that you've booked someone else probably does and it being sat on the shelf waiting for you is not fair to others. We will cancel any bookings not collected within half an hour of the start of your booking time and your account will be frozen for 48hrs from the next working day.

### **Check equipment before you take it away**

It is up to you to check equipment before you leave Stores. If anything is missing or not working properly this is the time to flag it – if you return it with missing parts or damaged we have to assume that it happened in your care and you will incur a penalty.

### **Return equipment on time**

If you returned equipment late to a professional hire company they'd charge you the hire rates. And if you hadn't the courtesy to phone them, they may think it's stolen and call the police. Other people use the equipment you borrow and could be waiting for it to be returned by you! If we can't alter your booking then you must make arrangements to return the equipment. You may be asked to arrange for someone else to return it.

### **Be courteous to staff**

Staff and students work together over three years and we want that time to be good for all of us. All students are expected to behave in a courteous and respectful manner to staff. The University will not tolerate poor behaviour and the University's Disciplinary Procedure may be invoked.

## THE TERMS AND CONDITIONS OF BORROWING EQUIPMENT FROM THE MK MEDIA STORES

*Each time you make a booking you will be asked to agree to the terms and conditions of use. These are listed below. Please read them carefully and ensure you understand what is required of you.*

### PORTABLE EQUIPMENT BORROWING TERMS AND CONDITIONS

It is your responsibility to check the condition of all portable equipment at the time of collection.

Once equipment leaves the MK Media Stores, you become liable if any part of the equipment is lost or damaged.

Faults that are discovered or damage incurred while you are in possession of the equipment must be reported to the MK Stores as soon as possible.

If equipment becomes unusable it should be returned and a member of Stores staff advised of the fault/ damage.

Please note that we cannot guarantee the provision of charged batteries and you are responsible for ensuring batteries are charged, and lamps are functional prior to use.

You must not use the equipment/ facilities in a way that breaches any Wolverhampton University guidelines, policies, regulations or that brings Wolverhampton University into disrepute.

Users are not permitted to use this equipment for profit or private use.

Equipment must be collected within 30 minutes of the collection time and returned **before** the return time specified on your booking – you will need to check the details on *your* booking system account for these times and dates. Failure to comply with these conditions will result in a penalty which will be issued automatically by the booking system if you do not collect or return the equipment on time.

All Students are required to present their Student ID for collection of equipment. This is essential for each and every booking. Equipment cannot be issued to Students without a Student ID.

A list of the penalties can be found in the MK Media Stores handbook, which you can download from SiSo or find in the Media Store.

If equipment is returned in a poorly packed state, wet or dirty, a penalty will be incurred. Damage to equipment will be penalised on a case-by- case basis.

If you do not show up for the collection of your booking future account restrictions will apply.

You will not be able to borrow equipment until you have paid any penalties on your account.

You are not permitted to hire equipment on behalf of, loan or sub hire equipment to another user.

**BY TICKING THE BOX YOU ARE AGREEING THAT YOU ARE FULLY RESPONSIBLE FOR ANY AND ALL DAMAGE OR LOSS TO THE EQUIPMENT LISTED ON YOUR BOOKING, AND ANY PENALTIES ASSOCIATED.**

*When you make a booking you will be required to check a box stating that you have read and understood these terms and conditions and agree to adhere to them.*

## **PENALTIES**

The penalty system exists to encourage professional practice and to ensure fair access to equipment for all students. Late returns and negligence disadvantages other users and causes inconvenience to Stores staff, so being punctual with your bookings is vital.

### **Penalties will be levied for any of the following:**

- Late return of equipment (based on tier system, see below)
- Non collections of a booking – Account frozen for 48hrs from the following working day.
- Failure to return equipment to its “normal” state, not correctly packing equipment, returning equipment dirty or wet or misusing equipment – particularly leaving equipment unattended – Account frozen for 48hrs from the following working day.
- Damage to or loss of equipment - please contact the Media Store in the event of any loss or damage. Weekend penalties are charged at a 2-day rate in order to deter students from missing weekend returns and to reflect the inconvenience to other people. It is vital to ensure that equipment is returned promptly on Friday afternoons to ensure that it is available for other users and you do not incur a weekend penalty. Students should note that the weekend is counted as part of any 72 hour loan.

- The last bookable collection and return time runs to 4.30pm. Please note that Friday between 3.00pm and 4.30pm is for returns only.
- Penalties for the late return of equipment work on a tier system, based on how much equipment you have and how late it is:

TIER	KIT	COST PER HR FOR FIRST 24HR (Up to 4 hrs.)	SUBSEQUENT 24 HRS
Category A	MAJOR KIT e.g. 600D & D90 DSLR's and accessories, Z5 Kit, Medium format cameras.....	£3	£12
Category B	MINOR KIT e.g. Basic Stills Cams, Handycams/ Marantz/ Darkroom accessories/ Wacom/ Lighting Kits/ Projectors/ Rifle Mic kits	£2	£8

WEEKEND PENALTIES: STUDENTS SHOULD NOTE THAT THE MEDIA STORES IS NOT OPEN OVER THE WEEKEND AND SO EQUIPMENT CANNOT BE RETURNED.

### IF YOU GET FINED

The booking system automatically generates all penalties – please **do not** appeal to Stores or academic staff, as they do not generate the penalties. If you receive a penalty you will receive an e- mail from the SiSo system notifying you a penalty has been levied. To check the amount of your penalty you should log into your booking system account or ask a member of staff in the Stores. Your penalty will accrue as per the tier system. Once issued with a penalty notice your access to all media stores equipment will be suspended until you pay your outstanding balance. Penalties need to be paid online at the E-Store:

<http://www.estore.wlv.ac.uk/browse/product.asp?compid=1&modid=1&catid=13>

or via the Art Shop in MK003 on the ground floor. The Art Shop opening times are Mon – Thurs 09:30 – 16:45 & Fri - 09:30 – 16:00.

**It is essential** that you retain and bring your fine receipt into a member of Stores staff who will update and **unblock** your account. This policy applies to both students and staff. Faculty management has approved it and there is a formal appeal process, which is detailed below. Penalties must be paid within 28 days of issue.

If you are unable to pay your penalty in one go please contact the *Appeals Panel* to arrange to pay in installments – as long as you maintain your agreed payments your access to facilities will remain. Unpaid penalties will be invoiced and may incur an admin fee. The user will be added to the University's debtor list. Debtors cannot receive any results or graduate until all debts are paid.

## **APPEALS PROCESS**

### *When to Appeal*

Appeals should be submitted as soon as possible and within 14 days of the penalty being imposed.

### *How to Appeal*

Please inform stores staff first that you intend to appeal before contacting the appeal panel. Once stores staff are informed please email or write to Darren Hillman [D.N.Hillman@wlv.ac.uk](mailto:D.N.Hillman@wlv.ac.uk) or Martin Evans [M.A.Evans@wlv.ac.uk](mailto:M.A.Evans@wlv.ac.uk) detailing the full circumstances of the appeal. Please include all supporting evidence and details of extenuating circumstances.

### *Who Can Appeal*

Only the student whom the penalty has been imposed upon can appeal. Direct appeals from parents and award staff cannot be considered.

### *Evidence and Timescales*

It is the responsibility of the student to provide clear and verifiable evidence in support of an appeal. We will aim to respond to appeals within 5 working days. The decision reached through the appeal is final.

### *How is the Appeal Processed?*

The Appeals panel will collate the appeal submission along with the penalty notice and any other information relating to the penalty (SiSo logs, staff records) and forward the information to the MK Media Stores Staff.

The appeals panel will comprise of the Resource Manager and the Principal Technician for Digital Media. The panel may refer for additional information to the relevant Awards area or Production Team or a member of the Faculty Management Team as appropriate.

The Appeal decision will be notified to the student via their student email address. A copy of the information and evidence submitted will be retained.

### *Advice and Guidance*

It is the student's responsibility to manage the safe use and return of all MK Media Stores equipment within the specified times and the levying of a penalty is considered an exception to working within these guidelines.

In order to successfully appeal it would be expected that evidence be provided to confirm that the student had undertaken all reasonable and possible precautions in preventing the circumstances under which the penalty had been imposed.

Please note that selecting the wrong booking return time or not knowing your return time is not a valid reason for appeal – please ensure that you check your return times!