Borrowing Policy Guide

v2.4 8/28/18

HOURS AND BASIC INFO:

ECHO Equipment Checkout Office
Art & Architecture Building, Room 2144
2000 Bonisteel Boulevard
Ann Arbor, MI 48109
ECHO Desk (734)763-3527

Reservation Portal:
https://webcheckout.stamps.umich.edu/patron

Monday - Thursday 8:30AM-9:00PM
Friday: 8:30-5:00
Saturday - Sunday: CLOSED
Hours subject to change without advance notice

ECHO Coordinator: Matthew Pritchard
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INTRO:

The Stamps School of Art & Design ECHO Equipment Checkout Office provides Stamps students, faculty, and staff with a wide variety of resources at no cost to the user. ECHO focuses primarily on offering audio/visual equipment, but also provides a range of drawing and animation tools and access to the Photo Studio. Users may borrow resources as needed in person or place a reservation ahead of time.

POLICY:

Users are strongly advised to read through this guide thoroughly before borrowing resources. Access to ECHO is a privilege and can be revoked at any time if it is determined that the user has been abusing our policies.

Please feel free to contact the ECHO desk if there are any questions or concerns that are not addressed within this guide.

Note: This is a living document. Policies may be updated, removed, or replaced as needed to make sure ECHO operation requirements and user's expectations are being met. The Stamps community will be notified of policy changes.

Resource Access:

1. **All ECHO resources are restricted to students, faculty, and staff that are currently enrolled or employed by the Stamps School of Art & Design.** Users inquiring about borrowing ECHO resources that do not meet these criteria will be considered on a case by case basis. These users may need to agree to additional policies and restrictions as determined by the ECHO Coordinator.

2. **Users must have a signed Stamps ECHO Borrower Agreement Form on file.** Users will be asked to sign the form at their first checkout. The agreement form will be valid for the remainder of the academic year. Users who refuse to sign an agreement form will not be permitted to borrow resources from ECHO. **Users will be expected to be aware of and be responsible for any new policy changes made after they have signed their agreement form.**

3. **All Stamps users are provided access to Tier 1 resources.** The majority of the resources ECHO provides is categorized as Tier 1. More advanced resources are categorized as Tier 2 or 3. Access to Tiers 2 and 3 requires that the user has been through a designated course or otherwise demonstrated the
relevant knowledge to use the resource responsibly. More information on the resource tiers can be found in the Resource Tiers section.

4. **Users with a suspended ECHO account may not borrow or reserve ECHO resources.** Any holds placed on a user’s account will result in a suspension. Users will need to schedule a time to discuss the hold with the ECHO Coordinator to have the suspension lifted.

**Borrowing Policies:**

1. **Users must present a valid University of Michigan MCard at the time of pickup.** The name on the MCard must match the name on the reservation in the case of reserved resources.

2. **Allow at least 15 minutes for picking up resources.** ECHO will do its best to schedule users in an orderly fashion to make sure everyone gets to their classes on time.

3. **Check all resources and accessories before leaving ECHO with the order.** All resources and accessories will be inspected at the time of checkout and return. Users should double check the resource’s tag to verify that they have all listed items. Any missing accessories or resource damage must be noted. *It is the user’s responsibility to notify ECHO staff of any issues at this time.*

4. **Late resources will result in a fine and hold being placed on the User’s account.** Users should pay close attention to their return time and be sure to have resources back on time. Resources that have not been returned by the scheduled time will result in an immediate hold on the user’s account.

5. **3 late returns in a semester will result in a semester long suspension.** If a user displays a habit of returning resources late they will be prohibited from borrowing from ECHO for the remainder of the semester. *More severe infractions will be handled on a case by case basis.*

6. **Users should return their own resources whenever possible.** If the resources are returned by a third party the original borrowing user on record remains responsible for all resources.

7. **Renewals are no longer permitted.** Users must abide by their chosen return time. Failure to have equipment returned by the scheduled return time may result in holds and/or fines placed on the user’s account. Users may re-checkout the equipment again if there are no waiting reservations. The resources will need to be returned to ECHO in person before they can be checked out again.

8. **Extended borrowing periods must be approved by the ECHO Coordinator.** Users should contact the ECHO Coordinator if they need resources for an
extended period of time. ECHO will not extend a checkout that is already in progress or if there is a pending reservation.

9. **Return dates scheduled over holidays and breaks are enforced.** If the school is open during your scheduled return time users are required to return the equipment even if classes are not in session. ECHO will not schedule a return time for a time ECHO is not open to accept the return. If the school is closed due to weather or other unforeseen issues returns will be expected on the next open day.

10. **Users borrowing ECHO resources do so at their own risk.** Any personal injury or damages to personal property as a result of ECHO resources is the sole responsibility of the user themselves. Please contact the ECHO Coordinator if there is concern about a faulty ECHO resource.

**Reservation Policies:**

1. **Reservations may be placed from the ECHO Web Portal, in person, or over the phone.** ECHO will not accept reservation requests via email. Users looking to use the ECHO Online Portal to make reservations will need to have a signed ECHO Borrower’s Agreement Form on file.

2. **Reservations will be cancelled 30 minutes after designated pickup time.** Users who are late to pick up their reservation will have to checkout their order on a first come first serve basis, without guaranteed access to their reserved resources.

3. **Users may place reservations up to 30 days in advance.** This should provide users with adequate time to plan accordingly. Users should contact the ECHO Coordinator if they need to make a reservation more than 30 days in advance.

4. **Users must pick up their own reservations.** Users should not ask others to pick up their resources for them. *Users must make the reservation in person if they need to have the reservation picked up by a third party.*

5. **Reservations are subject to users’ returning equipment on time.** It is possible equipment may not be available to fill all reservations if there are too many late returns from other users. It is vital that all users try and have their equipment returned by the scheduled time in order to not disrupt reservations.

6. **Do not abuse the reservation system.** Abuse includes users who continually reserve the same resource in such a way that excessively prohibits other users from fairly accessing the resource. Abusive reservations will be cancelled and be the user notified of the issue. Users should contact the ECHO Coordinator if they need resources for an extended period of time.

7. **Reservations during an emergency closure cannot be guaranteed.** If the Art & Architecture Building or ECHO are forced to close for any unforeseen reasons
your reservation may be cancelled. We will do our best to provide equipment to all impacted reservations when possible.

Fines & Charges:
If it is determined that a user has been abusing our ECHO resources or policies they will lose their ability to check out resources from ECHO. Stamps School of Art & Design holds the right to levy fines for lost, broken, or exceptionally late resources as per the Stamps ECHO Borrower Agreement Form.

Note: Users may request an extended checkout from the ECHO Coordinator ahead of time if they anticipate needing equipment for longer than the standard 2-day checkout period. Extended checkouts must be approved by the ECHO Coordinator at the checkout time or when the reservation is made. ECHO will not extend checkouts that are already in progress. Please review our Renewal policy for more details.

1. **Fines will be issued for all resources that have not been returned by their designated return time.** It is very important that users pay close attention to their chosen return time. Users should contact the ECHO Coordinator before their scheduled return time if they have an issue that prevents them from returning their resources.

2. **Fines will accumulate at the rate of $5 per half day for each resource in the overdue checkout.** ECHO issues fines for late resources that are more than 1 hour past the scheduled return time. The charge will increase at a rate of $5 for each half day the resource is not returned and is calculated on a per item basis. Checkouts that include multiple items will accumulate higher fines very quickly.

3. **A hold will be placed on all accounts with outstanding fines or charges.** A hold will prevent users from borrowing or reserving resources until the hold is removed. Please note that this hold extends to the Digital Fabrication Studio resources as well.

4. **Fines & charges must be paid in the Media Center.** ECHO does not directly collect fine payments in the office. Invoices will need to be paid in the Media Center and returned to ECHO with the receipt.

5. **Student fines & Charges that exceed a total of $300 will be automatically billed.** Large fines or charges will be collected into one lump sum to be processed through the University of Michigan Student Financial Services office.
directly to their student account. Students must contact the ECHO Coordinator immediately if they wish to dispute these charges.

6. **Users are responsible for damaged resources.** Users may be responsible to cover any costs incurred repairing or replacing damaged resources. Please notify ECHO staff of any known issues with the resources during the resource return process.

7. **Users are responsible for all lost items.** Users are responsible to cover any costs for replacing lost resources or accessories identified during the return process. Users should double check the resource’s tag to verify that they have all listed items.

8. **Fines & charges will not exceed the cumulative value of the resources plus administrative costs.** The ECHO system will continue to automatically increase the fine amount on an overdue checkout until the resources are returned regardless of the value. The ECHO Coordinator can adjust the fine if necessary.

9. **Users may speak with the ECHO Coordinator if they have questions or concerns about their fines & charges.** Make an appointment with the ECHO Coordinator to discuss fees or charges that may have been made in error or have other issues.

**Repayment through the Media Center** - To pay fines or charges users will need to stop in to ECHO to receive a printed copy of their invoice. You may also request to have your invoice sent to you by email from the ECHO Coordinator. The invoice may be paid it in the Media Center located on the second floor of the Art & Architecture building. Return to ECHO with the paid invoice and receipt. The ECHO Assistant will mark the invoice as paid and remove the hold from the user’s account. Be aware that the Media Center open hours may not be the same as ECHO open hours.

**RESOURCE TIERS & BORROWING DURATIONS**

**Tier Access**
Resource Tiers are how ECHO ensures higher level resources are available and in proper working order for those users that know how to utilize them responsibly. Tiers can be determined by class needs, resource complexity, limited availability, or any other criteria that may require ECHO to restrict the amount of users that can access the resource.
**Tier 1** - The majority of ECHO resources fall within this tier. These resources are available to all users eligible to borrow from the Stamps ECHO inventory.

**Tier 2** - This tier is for resources reserved for users either currently enrolled within a required course or that have successfully completed the course. Speak with the ECHO Coordinator about what courses may grant access to Tier 2 resources.

**Resources include:**
- Panasonic HMC40 HD Video Cameras
- HD Digital Projectors
- Photography Strobes & Powerpacks
- DragonFrame Mobile Animation Station

**Tier 3** - This tier is for resources that are in limited supply, require a high level of understanding, or simply need to be more tightly controlled. Users interested in borrowing Tier 3 resources will need to arrange a time to speak with the ECHO Coordinator for authorization.

**Resources include:**
- Panasonic HMC150 HD Video Cameras
- Conference PA System
- Hasselblad 501c Large Format Film Camera + Accessories
- Buhl Opaque Projector
- Megaphone

**Borrowing Durations**
ECHO has a standard **48 hour** borrowing duration for all resources with the exception of the Photo/Video Studio keys. The Photo/Video Studio Keys may be checked out for a maximum of 24 hours at a time. The borrowing durations do not include weekend days or days when the Art & Architecture Building is closed. Standard weekend checkouts should be from Friday to Monday. Holiday breaks may involve limited ECHO open hours. *The building may be open even when classes are not in session. If a return time is scheduled for a date when classes are cancelled but the building is open the equipment needs to be returned.*

**Note:** Users are able to request an extended borrowing period if they can provide a justification for it. Users should contact the ECHO Coordinator if they need resources for an extended period of time.