

## Media Center Basics

### Policy Overview and Access Agreement Form

- All patrons must fill out an [Access Agreement Form](#) in order to make reservations for studio spaces and equipment.
- All policies can be found [here](#) and are organized based on MCAD status.

### Reserving Equipment and Studio Spaces

- [Patron Portal](#) is used to make reservations for equipment and can be accessed with your MCAD login information
  - [How to Use Patron Portal](#)
- [Places and Spaces](#) is used for reservations for spaces like the Sound Studio, Black and Gray Studios, etc.
  - [How to Use Places and Spaces](#)

### Personal Proposals and Repair Forms

- To gain extended or unique access to equipment or report that a piece of equipment is damaged, please fill out a [Personal Proposal](#) or [Repair Form](#) and include any necessary information.
  - [Personal Proposal and Repair Form Demo](#)

### Media Center Contact Information and Location

- For questions or general support, please contact the media center at 612-874-3672 or [media\\_center@mcad.edu](mailto:media_center@mcad.edu)
- We are located on the 3rd floor across from the Help Desk
- For other information, please visit our [intranet page!](#)

Please see the [Media Center 2022-2023 General Information and Updates](#) for the most accurate updates and information from the Media Center.

## Media Center Frequently Asked Questions

- How do I reserve equipment from the Media Center?
  - A video on how to reserve equipment through our reservation system, WebCheckout, [is here](#). The shortcut is [www.equipment.mcad.edu](http://www.equipment.mcad.edu)
- How do I log in to the equipment reservation system?
  - You log in to our reservation system with your MCAD login.
- What do I do if the system says “no authorized locations”?
  - This means you haven’t filled out our Access Agreement form, which can be [found here](#).
- What if my Patron Portal screens show up blank?
  - Just refresh your page!
- Can I reserve equipment for longer than 5 days at a time?
  - Yes, but only with Media Center staff approval and a reason to do so. To request a longer checkout time, please fill out our [Personal Proposal](#) form.
- I can’t figure out how to use a piece of equipment, what do I do?
  - That’s ok! You can come to our circulation window during our normal hours or e-mail [media\\_center@mcad.edu](mailto:media_center@mcad.edu) and most likely someone can assist you.
- If I broke or lost a piece of equipment, what should I do?
  - If you broke or lost some equipment, the best thing to do is to tell a staff member either by approaching the circulation window or by emailing us at [media\\_center@mcad.edu](mailto:media_center@mcad.edu).
- I can’t return equipment on time, will I be fined?
  - If you know before your return date that you won’t be able to return equipment to the Media Center, email [media\\_center@mcad.edu](mailto:media_center@mcad.edu) or call us at 612-874-3672. Most likely, but not always, we can work with you on a better date to return it.
- How do I pay a late fine?
  - Once you’ve signed and dated the Media Center invoice, you’ll see a bill show up in your Max Pay account by early the following week.
- Who do I talk to about mounting equipment for an exhibition at MCAD?
  - Academic Services mounts our equipment. Some equipment cannot be taken from the circulation window without someone from Academic Services present.
- How do I use a Micca Speck player? Troubleshoot my Cintiq? Calibrate my laptop?
  - We have a [Knowledge Base](#) with helpful articles!
- How do I reserve studios?
  - We use a system called [Places & Spaces](#).
- What do I do if I want to reserve a piece of equipment that I don’t have access to?

- Currently, you don't have the authorization to use all equipment but if you have an interest in learning how to use certain items, please fill out our [Personal Proposal](#) form.
- Can I use the darkrooms if I'm not a photo student?
  - Upon staff approval, patrons can gain access without taking an MCAD photography course. Please fill out our [Personal Proposal](#) form and share information on past darkroom experiences.
- How do I reserve tech equipment?
  - Tech equipment is reservable via [Personal Proposal](#) only.