

spyhop | YOUTH MEDIA MATTERS

Equipment Rules and Procedures



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About Spy Hop

Spy Hop Productions is a nonprofit youth media arts and education center founded in 1999 and located in a state of the art studio space in downtown Salt Lake City. Spy Hop provides in-school, after-school, summer camps, youth-in-care, and satellite programming for students ages 9-19 of all skill levels and aspirations in film, music, audio and design.

Spy Hop's mission is to mentor young people in the media arts to help them find their voice, tell their stories, and effect positive change in their lives, communities, and the World.

Access to Gear and Technology Matters

We believe that access to high-quality gear, technology, and equipment should not be a barrier to being an active participant in your community. Therefore, Spy Hop has gear packages available to rent for FREE for any student who needs it in order to take a Spy Hop class. Gear can be picked up and dropped off at Spy Hop's downtown facilities. The following document outlines the Rules and Procedures every student is to adhere to when using Spy Hop equipment.

Lab Equipment

Equipment Use and Responsibility

Any student, employee, peer mentor, alum or Phase 2 crew member checking equipment out of the Lab (the user) accepts responsibility and is held accountable for any damage, loss, or theft of any or all of the equipment they use. All users agree to take responsible care in handling, transportation, and storage of all equipment in their care.

Failure to comply with any of the following policies or procedures may result in the loss of equipment use privileges and participation in any and all of Spy Hop's programs.

Breakage, Loss, or Theft

In the event of breakage, or loss the user is responsible for either the repair or replacement of the damaged or missing gear. The user is financially responsible for repairs/replacements up to \$200. If the repair/replacement exceeds \$200 but is under the \$1,000 threshold, Spy Hop will pay for the remainder of the cost to repair/replace over \$200. If the cost of the damaged item is over \$1,000, the user is still expected to cover \$200. Users may not repair the equipment themselves (or have it repaired) without prior approval from the Equipment Lab Management Team, which includes the Equipment and Technical Operations Manager, The Associate Director, and/or the IT Specialist.

If the equipment is stolen, the user must report the theft immediately to the Equipment and Technical Operations Manager. If applicable, it is the users responsibility to complete a police report detailing the instance of theft and share a copy of the filed police report with the Equipment and Technical Operations Manager. The Equipment Lab Management Team will determine the next steps to replace the equipment. Spy Hop reserves the right to file an insurance claim and request \$200 be paid by the user to cover the loss.

If the value of the stolen equipment is greater than \$1,000, Spy Hop reserves the right to file an insurance claim and request \$200 be paid by the user to cover the loss.

Check Out Procedures

There are two types of reservations and check out protocols for Spy Hop equipment; short term (inside/around Spy Hop during regular Spy Hop operation hours) and long term (overnight and outside of Spy Hop premises). Regardless of the type, reservations should be made in advance to assure equipment availability.

Short Term Check Out

When checking out short term, the first step is to talk with a member of the Lab Management Team or a mentor to make sure that the equipment that you are taking is not reserved for someone else. If the equipment is not reserved the user will reserve the Equipment via Cheqroom. Equipment checked out for a short term cannot leave Spy Hop premises. An uncertified person can only handle equipment in a short term check out in the presence of a certified mentor.

Long Term Check Out

Certification is required for any and all long term gear check out. More information on certification can be found in the certification section of this document. When checking out equipment long term, the user must first check with a member of the Lab Management Team or mentor to see if the equipment they are requesting is available. If it is, the user must create a reservation in Cheqroom. It is highly recommended that the user check the availability of the equipment and reserve it at least 24 hours in advance of the time and date that they want to use the equipment.

Cheqroom

Spy Hop has gone digital with our checkout process to align with Spy Hop's Strategic Plan, and to help be more eco-friendly. In order to join Cheqroom, the user must have either an active phone number, or a valid email address for the Lab Management Team to communicate with. The user may either download the Cheqroom App onto their phone, or may access the site via their preferred browser to reserve/checkout any gear.

The user will be given a role based on their status at Spy Hop which limits what gear is available for the user to have access to.

General Check-Out Rules

- A student is not eligible to check out any gear from the Lab on a long term basis until they have attended a Lab presentation and been certified on the gear.
- In order to reserve and check out any equipment, the user must join Cheqroom to check any gear out.
- Users must be certified to use and/or check out equipment on a long-term basis. (More info about certification can be found in the certification section of this document)
- An uncertified person can only handle equipment in a short term check out in the presence of a certified mentor.
- The user is responsible for reserving any and all needed equipment. Any piece of equipment that is not reserved may not be available when needed.
- Reservations for equipment in high demand may be restricted.
- No-shows (reserved equipment that is not picked up or returned late) are not tolerated. If more than two no-shows occur in a month, the user will be put on a two-week probation from checking out equipment. If the user continues to have no-shows, they will lose all access to the equipment.
- A person who checks out a piece of equipment, and whose name appears on the Equipment Checkout and Reservation Form, cannot transfer the use of that equipment to another person at any time during the checkout without the Equipment Lab Coordinator's approval.
- All equipment is only available for check out for 5 days. Users are granted one extension of 48 hours. Equipment MUST be returned after the extension. Exceptions to this rule will be handled on a case by case basis and will need oversight from the student(s) mentor and approval from the Equipment Lab Coordinator.
- The user is responsible for returning the gear on time. If the gear is not returned on time, they will begin the 4 strike system, and potentially lose gear privileges.
 - First Offense: Verbal Warning
 - Second Offense: No gear checkouts for one week
 - Third Offense: No gear checkouts for one month
 - Fourth Offense: No gear checkouts anymore
- The user is responsible for informing the Equipment Lab Coordinator of any damage to/loss of equipment upon its return. This includes any pre-existing problems with the equipment.
- If any problems with the equipment are found while checked out, it is the user's responsibility to immediately inform the Equipment Lab Coordinator.
- Any infraction of these or any rules in this document will result in loss of equipment use privileges.
- Spy Hop reserves the right to revoke equipment use privileges of any equipment to anyone at any time.

Equipment Pick-Up/Drop-Off

- Equipment is to be reserved, picked up, and dropped off during open lab hours. Regular lab hours are 10:15 am-8:00 pm Monday-Thursday, and 10:15 am-7:00 pm Friday.
- If a member of the Lab Management Team is unavailable, another Spy Hop Staff member can help check out gear to students. Staff must check the equipment out via Cheqroom, and must verify that the student is in Cheqroom, Certified (If applicable to the gear,) is aware of the value of the gear they are taking, and is aware of the late policy.
- The person who has reserved the equipment cannot send someone else to pick it up without prior approval from a member of the Lab Management Team.
- The user should plan on arriving 15 minutes before their check out time to allow the Equipment Lab Coordinator to assemble the requested equipment.
- The user is responsible for picking up equipment at the designated time. Early or late pick-ups are not permitted without prior approval from the Equipment Lab Coordinator.
- Users are responsible for checking equipment before they leave the premises to ensure their equipment is in good working order and that they have everything they need.
- The user is responsible for returning all equipment the way it was packaged in its case when it was checked out, if it is not returned the way it was picked up when checked out, the user is responsible for staying and returning it the way it was when they picked it up.
- Equipment cannot be left outside the Lab for pick up or when dropped off.
- If equipment is returned to a Spy Hop employee other than a member of the Lab Management Team that person must secure the equipment inside of the Equipment Lab, and inform either the Equipment and Technical Operations Manager, or the Lab Assistant.

Student Use of Equipment

In addition to the general rules, the following rules apply to Student check out. Students are allowed to check out equipment from the Lab for any project that is related to a Spy Hop program in which they are enrolled. Gear requested by students for non-Spy Hop related projects is available on a very limited basis and requires additional paperwork; rules for this are outlined below. Specific equipment that is available to students is limited by the class in which they are enrolled and their level of certification (See gear matrix for a detailed list of available equipment). Before any equipment can be checked out the student must participate in an equipment presentation conducted by a member of the Lab Management Team, or an IT Team member. If a student is not in class when the orientation is performed, the student must schedule a make-up orientation with the

Lab Management Team. A student is not able to check equipment out of the lab (short or long term) until they have participated in the orientation.

- Equipment is available to a student for checkout for up to 5 days. The only exception to this rule is when a check out occurs over a weekend. Equipment checked out on a Friday must be returned on the following Tuesday.
- Reservations should be made as far in advance as possible, but no less than 24 hours in advance to ensure availability.
- Use of Spy Hop equipment by any student to earn money is discouraged. This type of request will be handled on a case by case basis and a decision will include the student(s) mentor, the Equipment and Technical Operations Manager and other relevant staff members as needed. A written proposal will be required for consideration.
- Students are allowed to check out equipment for a non class/Spy Hop project under the following conditions:
 - The equipment is not needed for any other Spy Hop program or Spy Hop student class project.
 - Gear reserved for a student's non Spy Hop use will only be confirmed by the Equipment and Technical Operations Manager 48 hours before the equipment is scheduled for check out.
 - The project/equipment use must be approved by the student's current mentor and the Equipment and Technical Operations Manager.
 - Student must fill out a Student Equipment Proposal form in addition to the Equipment Checkout and Reservation Form.

Peer Mentor Use of Equipment

Any Spy Hop program Peer Mentor may use Spy Hop equipment. In addition to the general rules, the following rules apply to Peer Mentor check out.

- Peer Mentors can check out equipment for projects that further their growth and development.
- Equipment is available to a Peer Mentor for checkout for up to 5 days.
- In addition to the Equipment Checkout and Reservation Form, a Student Equipment Proposal form must be filled out and submitted at the time of the request.
- Projects must be pre-approved by their Mentor and the Equipment and Technical Operations Manager. To be approved, the Student Equipment Proposal should be submitted to the Equipment and Technical Operations Manager. The form should be submitted at least 24 hours prior to check out in order for the project to be approved.
- Available equipment is limited based on what the Peer Mentor is certified to use and the class for which they are currently peer mentoring.

- Peer Mentors are given confirmation of their request no sooner than 48 hours in advance of their reservation.
- Use of Spy Hop equipment to earn money by any peer mentor is discouraged. This type of request will be handled on a case by case basis and a decision will include the peer mentor's mentor, the Equipment Lab Coordinator and other relevant staff members as needed. A written proposal will be required for consideration.

Alumni Use of Equipment

An Alumnus is defined as a former student of Spy Hop who has completed at least one core program longer than four or five months in length and is over the age of 19. An Alumnus can also be a Phase 2 crewmember who has attended at least two Skill Labs and worked on multiple productions. An Alumnus must be in good standing with Spy Hop to be eligible to check out equipment. The Alumnus must fill out an Equipment Checkout and Reservation Form as well as a Alumni Equipment Proposal form that includes a description of the project, locations, crew, and specific equipment use. Once submitted to the Equipment Lab Coordinator, it will be reviewed by the Equipment Lab Coordinator and a Mentor. Both staff members must sign off on the project before the equipment can be considered for approval. If approved, the reservation will be added by the Equipment Lab Coordinator to the Google Equipment Calendar which is managed by the Equipment Lab Coordinator. If not approved, the Equipment Lab Coordinator will inform the Alumnus. An Alumnus must follow all of the general equipment rules in addition to the following rules:

- Equipment is available to an Alumnus for checkout for up to 48 hours (2 days) per week. The only exception to this rule is when a check out occurs over a weekend. Equipment checked out on a Friday must be returned on the following Monday.
- Equipment must be reserved at least two weeks in advance.
- Explanation of the project must be clearly stated on the Alumni Equipment Checkout and Reservation Form.
- Equipment available for checkout is limited and based on certification.
- Alumni are given confirmation of their request 48 hours in advance of their reservation.
- Use of Spy Hop equipment by any alumni to earn money is prohibited.
- Filling out the Equipment Checkout and Reservation Form does not guarantee equipment checkout.

Certification

Certification is required before anyone can check out equipment. Certification testing can only happen after the student has attended a lab presentation. The process of certification differs for each piece of equipment but generally involves a checklist of

procedures (i.e. how to white balance, how to change the shutter, how to balance a tripod head) that the student, peer mentor or alumni must be able to perform. If the student, peer mentor or alumni is unable to perform the required task, they will not be granted certification and must try again at a later date. Certification can not happen on the same day of checkout. It's advised that certification happens at least a week prior to first checkout to allow time if you need to test multiple times. Certification can only be conducted by the Equipment Lab Coordinator or a member of the IT staff, and it is the responsibility of the student, peer mentor or alumni to schedule a time with the Equipment Lab Coordinator to be certified on a specific piece of equipment. Certifications are tracked by the Equipment Lab Coordinator.

Contacting the Equipment and Technical Operations Manager

The best way to contact the Equipment and Technical Operations Manager is in person at Spy Hop. If they are not available, you can also contact them through email (jonathan@spyhop.org) or voice mail.

Spy Hop Main Line: 801.532.7500

Camera Memory Workflow

All Spy Hop's cameras record to reusable media (SD cards, CF cards and SSD external drives); therefore, to prevent loss of footage the following rules apply when checking out a camera.

- It is the responsibility of the user to ensure that all footage has been captured and/or backed up from the card before it is returned to the Lab.
- The Equipment Lab Coordinator can assist in this process, but is not liable for any lost footage due to failure to back up.
- Cards/SSD's are to be returned to the Lab when the camera is returned.
- Cards/SSD's returned to the Lab are considered ready to format and all files/data on the card will be permanently removed.

Computers

Computer, network and Internet access is a service provided to the staff, students and guests of Spy Hop for the purpose of study, research, service and other activities, and must be used in the conduct of official Spy Hop business or in furtherance of its mission.

When using a computer, network, and/or the Internet at Spy Hop, all existing local, state, and federal laws as well as Spy Hop's policies and procedures must be followed including those that deal with intellectual property protection, privacy, sexual harassment, data security, and confidentiality.

Offensive content may not be accessed, displayed, archived, stored, distributed, edited, or recorded using the Spy Hop network, printing, or computer resources. Offensive content includes but is not limited to: pornography, sexual comments or images, profanity, drug use/possession, gang references, racial slurs, gender-specific comments, or any content that can reasonably offend someone on the basis of sex, race, color, religion, national origin, age, sexual orientation, gender identity, ability, veteran status or any protected status of an individual or that individual's relatives or associates. Any content that may be interpreted as libelous, defamatory or slanderous is prohibited.

General Program Computer Use

- Students are responsible for saving all necessary data onto an external hard drive or thaw space. Any files not saved in these two locations are automatically deleted when the computer is turned off.
- All files saved on a student/lab computer in the thaw space will be deleted every 6 months.
- Computers are not to be moved without permission from the IT Director.
- All students are expected to treat Spy Hop computers and equipment with respect. This also includes any non-students and guests using the equipment.

Student Computer and Data Use

- All Spy Hop core program students will be assigned an external hard drive to save all work to. These hard drives reside in the Equipment Lab.
- Installation of any software on a computer without permission from the IT Director is prohibited.
- Students must quit all programs before leaving a computer.
- If a student must leave a computer to render overnight, they must fill out and tape to the computer a Computer In Use Form.
- Use of a computer, the network, or the Internet for personal financial gain, gambling, conducting political campaigns, or to take part in any illegal activities is strictly prohibited.
- Any conduct that, through misuse, neglect, or carelessness, potentially endangers Spy Hop equipment or disrupts other students from their work may result in being asked to leave Spy Hop.
- Any infraction of these rules will result in loss of computer privileges.

Internet

Spy Hop Productions follows the Digital Millennium Copyright Act. It criminalizes production and dissemination of technology, devices, or services intended to circumvent measures (commonly known as [digital rights management](http://en.wikipedia.org/wiki/Digital_Rights_Management) or DRM) that control access to copyrighted works. For more information go to:

http://en.wikipedia.org/wiki/Digital_Millennium_Copyright_Act

Staff, students, and guests have no right of ownership or expectation of personal privacy to their Internet usage, including personal computers or laptops while at Spy Hop. It is possible to monitor network and Internet usage, and Spy Hop reserves the right to inspect any and all network traffic and files at any time. Spy Hop reserves the right, without notice, to limit or restrict any computer, network, or Internet usage.

Spy Hop computers are never to be used for bit torrents or file sharing of any kind. Bit torrenting copyrighted material is illegal and can come with a heavy fine. Spy Hop has a static IP address, meaning all Internet activity can be traced back to Spy Hop. If it is found that a student, peer mentor, alumni or guest is in violation of this rule they will lose internet access and computer use privileges and may lose the opportunity to participate in any and all Spy Hop programs.

Wireless Network

Spy Hop' wireless network is provided for staff and student use and falls under the same restrictions outlined for the network and internet access above. The wireless connection is password protected and limited access will be given to guests of Spy Hop per its discretion.