Digital Media Production

FAQ

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Q: I don't know how to use the site or make a booking.

A: If you have never made a booking before, please watch this video guide on how to create a booking to get started. This will outline how to create and edit a booking as well as general navigation of the site.

Q: I want to book a specific item in the catalogue, but it is greyed out.

A: Access to book equipment and studios is dependent on the subjects you're enrolled in. You may not be able to access certain equipment or studios if your unit of study doesn't require it. For studios or edit suites, you will also need to complete an induction before being able to book a space.

If you are enrolled in a subject that we don't normally support, get in touch with Media Store staff via the online contact form to discuss.

Q: My booking was deleted?

A: If you received a notification saying that your booking was deleted, it was probably due to one of the following

1. You have made back-to-back bookings
2. There were multiple bookings for equipment at the same times. You can go back and edit your bookings before your pick up time.
3. Your booking had expired because it wasn't collected at the set pick up time.
4. The equipment you had booked has had to be taken out of service.

Q: How do I edit or cancel a booking?

A: As long as this is before your set pick up time, you can do it from your account.

5. Log in to the website: https://mediastore.swin.edu.au
6. Click on your "Active Bookings" (green icon at the top of the page).
7. Under "Your resource bookings", click the booking you wish to adjust.
8. On the right side under "Booking tasks" you can cancel or edit it.

Q: What's the best way to contact staff?

A: For all enquiries, please submit a query via the online contact form and a team member will get back to you as soon as possible. We also have a contact number on the homepage for general enquiries and technical support.

Q: Could I have my booking extended in person or over the phone?

A: Unfortunately not. Media Store staff assist with anywhere from 80 to 200+ bookings per day during the semester. For this reason, we cannot change bookings upon request as it has the potential to negatively impact the next student who borrows.

We understand that timing is not always favourable, but it is the borrower's responsibility to return equipment on time to avoid impacting other students. If you are taking public transport, it's best to plan your journey and always check for disruptions via the PTV app.

Q: Will making another booking extend my original booking?

A: No. If you do this, you've made two completely separate bookings and you will need to return the gear at the original time. Please note that staff will delete bookings where people have continuously made back to back bookings to ensure fair access to all students.

Q: I want to borrow for longer than 3 days.

A: The maximum length of a booking is determined to ensure fair access to all students and 3 days is currently the longest we can allow for bookings without compromising access to others. If it's near the end of your booking, you MAY be able to renew equipment once for a little bit of extra time assuming it's available. However, there is never a guarantee that this will extend your items to your desired time; attempt at your own risk.

If you choose to renew your booking, you must check the new dates and times of each item as these are determined by availability. Therefore, some items may renew for longer than others. No matter the new return time for each item,

they must be returned beforehand to avoid late fines. To learn how to do so, see the instructions under the ‘help’ section.

Q: I live far away, can an exception be made for this?

A: The Media Store supports 5000 students per year and, whilst we understand that for some it’s not always easy to make the commute to campus, it would still be unfair to other students if we deviate from standard borrowing durations. We recommend only making bookings for equipment when you know you need them.

Q: I didn’t know my booking was overdue, do I still need to pay the fine?

A: Yes. We don’t enjoy issuing fines, but they are there to serve as an incentive for returning equipment on time. Your student email is the primary form of communication during your time at Swinburne and this is where you’ll receive important updates about your bookings, including reminder emails.

Q: If I have a fine, can I still make a booking?

A: No. If you have a fine applied to your name, your account becomes suspended and will require the total amount to be paid in full with proof of payment to be reactivated. There is no deadline to pay, but your account will remain suspended until rectified. If you have already paid a fine but are still not able to book, please get in touch with staff via the online contact form.

Q: How do I pay a fine? Can I pay at the Media Store?

A: Fines are issued at the respective media store, but payments are to be made at StudentHQ either in person or over the phone through the contact number provided upon issuing. Media Store staff can explain the process upon issuing and whilst there is no deadline to pay, your account will remain suspended and bookings cannot be made until rectified.

Q: How can I check what is included in a kit?

A: There are a few ways to check the kit contents of media store equipment. You can either click on the resource within the Connect2 catalogue and scroll down to ‘Kit Pictures’ or ‘In the kit’, or, on the equipment itself, you will

often find a QR code that will give you a visual list including the kit layout. Media Store staff will also take pictures of kits before they are handed over, so ensure to check over everything before you leave and to ensure all contents are present prior to returning.

Q: What happens if I have been given broken equipment?

A: All equipment is checked over upon return by media store staff and it is still the borrower's responsibility to check all the equipment upon receipt and immediately notify staff of any issues, as per the terms and conditions. If it is found that you have been given a broken item at the time of collection, speak to staff on duty to exchange for a different one.

Pictures of borrowed items are taken at the check out before being handed over, but the borrower may still be liable for compensation if damage is found without prior mention. Ensure to check over and test all items BEFORE you leave the equipment store and to notify staff immediately if there is an issue.

Q: Can I bring in electrical items to studios?

A: All appliances that connect to 240v power points must be electrically tested and tagged. If they haven't been tested and tagged you must NOT bring the item into any studios. While there are many options, you can have your electrical item tested and tagged at O'Brien Electrical Camberwell. They do individual appliances and charge a reasonable fee. This is under $10 per item as of 24/09/2025.

Q: Can anything be borrowed for the whole semester?

A: The Media Store supports around 5000 students per year, so it is not possible to borrow equipment for extended durations as it would compromise other student's access. Currently, the majority of equipment can be booked for 3 days, but we have some older equipment available for longer borrows.

The following items are available to be booked for up to the end of semester from the AS media store. Please be aware that there are limited numbers and equipment is borrowable on a first-come, first-served basis each semester.

- Canon 600D

- Canon 700D
- Nikon D200 Camera Kit
- Nikon D3 Camera Kit
- Nikon D3000 Camera Kit
- Nikon D3100 Camera Kit
- Nikon D7000 Camera Kit
- Blackmagic Production Camera 4K Kit
- DJI Osmo Handheld 4K Video Camera
- Panasonic AG-DVX200 Video Camera Kit
- Sony HXR-NX30P Video Camera Kit
- Sony PMW-EX3 Video Camera Kit
- Tascam DR-70D Field Recorder
- Zoom H1 Field Recorder Kit
- Zoom H6 Field Recorder

In addition to this, we have other older equipment that can be requested for donation. You can view the catalogue and request form under the “Useful Links” section.

Q: I’m sick and can’t return equipment, will I get a fine?

A: Sorry to hear you’re not well! If you provide a medical certificate for the period when the equipment was due back, staff will waive any fines once the booking is returned.

Q: I don’t have a student card, can I still borrow equipment?

A: It’s an expectation that you carry your student card while on campus. We must have a formal way of verifying your identity before we can give you equipment. If you do not have proper ID, we can not give you equipment. Your physical Student ID is recommended at all times, but you can also present the virtual copy of your student ID in the Swinburne App as a backup. You can learn more about Student IDs here.

Q: Can someone else collect a booking on my behalf?

A: No. We can only give equipment to the person that booked it. This is because the person that makes the booking is responsible for the equipment at

all times, and we need to sight proper ID to ensure we are not giving expensive equipment to the wrong person.

Q: I'm a staff member at Swinburne. Can I borrow equipment or use a studio?

A: While the priority for equipment and studios is always teaching first, if it won't affect class or student access we generally allow bookings by staff. After you contact us, we will set up access in the system if it won't affect teaching activities.

Q: I forgot to copy over my files. Can I return the item but keep the memory card?

A: No. We cannot separate items in a kit as it then renders the kit unusable for another user. Please ensure you copy all your material from memory cards before returning the item. Make sure you don't miss anything as the contents will likely be erased by the next user.

Q: Can I borrow equipment over the break period between semesters (Christmas/mid-year)?

A: At this stage, no. Staff use the break period to perform equipment and studio maintenance. This is impossible to do if equipment is still going in and out of the office, so we need to close over the break so this maintenance can happen.

Q: Can I borrow equipment for a personal project of my portfolio?

A: This is generally not allowed. Equipment is purchased to support teaching activities in production related units. You're not currently able to borrow equipment for personal or portfolio projects, equipment is to be used for the purposes of completing assigned work as part of your Swinburne course.

Q: I want to book a studio, how do I do this?

A: If you wish to book one of the studios, you will need to complete the inductions on the home page under 'useful links'; the General Induction is mandatory for completion before attempting any other inductions. After watching the induction videos, reading the content within and completing the quiz successfully, permission to book the studios via the Media Store will be granted within a week.

Q: What subjects are supported to borrow media production equipment?

Please be aware that some subjects require borrowing from the AS media store and others from the 24G media store. Your tutors will direct you to the correct store to book from.

Click here to see the current list: (Please note that VE access to studios applies from 2025, Semester 2 onwards)
https://airtable.com/appAhDOhWI858Uyhk/shrqTQscYtqoDcAps

If you are enrolled in a subject that requires equipment and still do not have access, please ask your subject convenor to email mediaproduction@swin.edu.au stating what equipment is required for their unit.

Q: Product X is all the rage. Why don't you have product X available to borrow?

A: The specific items in the stores are purchased to support subjects that require them. We have to consider use, cost and compatibility when making purchases. We have limited opportunities to purchase new equipment, so while there may be some great new product, we don't always have the ability or need to purchase it. That being said, we're always open to suggestions on what people would like to see in the media store, so feel free to send us an email mediaproduction@swin.edu.au

Q: Why do you use Ikea batteries!?!?

A: Ikea batteries have a couple of advantages:

- They're matte finish, so we can write the time of first use on the side
- They're good quality - they come from a Japanese factory which have the same properties of the highly respected Eneloop Pro batteries from Panasonic
- They're cheaper than Eneloop Pro batteries, despite being basically the same
- Staff can pick up some Swedish meatballs and a $2 hotdog each time we need more batteries