

FAQ

Last Update: 07/06/2025

[Q: I don't know how to use the site or make a booking.](#)

[Q: I want to book a specific item in the catalogue, but it is greyed out.](#)

[Q: How do I edit or cancel a booking?](#)

[Q: What's the best way to contact staff?](#)

[Q: Could I have my booking extended in person or over the phone?](#)

[Q: Will making another booking extend my original booking?](#)

[Q: I want to borrow for longer than 3 days.](#)

[Q: I live far away, can an exception be made for this?](#)

[Q: I didn't know my booking was overdue, do I still need to pay the fine?](#)

[Q: Can anything be borrowed for the whole semester?](#)

[Q: I'm sick and can't return equipment, will I get a fine?](#)

[Q: I don't have a student card, can I still borrow equipment?](#)

[Q: Can a friend/family member collect a booking on my behalf?](#)

[Q: I'm a staff member at Swinburne. Can I borrow equipment or use a studio?](#)

[Q: I forgot to copy over my files. Can I return the item but keep the memory card?](#)

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

[Q: Can I borrow equipment for a personal project of my portfolio?](#)

[Q: I booked a studio, how do I get access?](#)

[Q: What subjects are supported to borrow media production equipment?](#)

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

[Q: Why do you use Ikea batteries!?!?](#)

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, we will require an email from your tutor/lecturer stating the equipment is required for your work in the unit.

Q: Why was my booking 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 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: Please submit a query via the online contact form and a team member will get back to you as soon as possible.

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

A: Unfortunately not. 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.

Media Store staff assist with anywhere from 80 to 200 bookings per day during the semester. Our busiest day to date exceeded 350 bookings in one day. For this reason, we cannot change bookings upon request as it has the potential to negatively impact other students.

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, we must caution that 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.

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 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: Can anything be borrowed for the whole semester?

A: The majority of equipment can be booked for 3 days, but we have some very old equipment available for longer borrows. 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.

The following items are available for semester borrows. 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

In addition to this, we have other older equipment that is available for donation. You can view the catalogue and request form under the "Useful Links" section. This is updated several times a year, so check back regularly.

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 a friend/family member 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: Unfortunately not. We cannot separate items in a kit as then the kit is 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 card 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 check equipment, make changes to kits, move equipment to different spaces and do general 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. You CAN borrow over the mid-semester break. (The 1 week teaching break that happens halfway through the semester).

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 booked a studio, how do I get access?

A: If you have booked one of the studios, you will need to collect a swipe card from the Media Store that will let you into the space. Your student card will not allow you to access a studio.

Be aware that studios need an induction to be completed before you can book the space. Links to inductions are found on the studio's page in the booking system.

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/appAhD0hWI858Uyhk/shrqTQscYtgoDcAps>

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