

CROSTOWN ARTS



Policies and Procedures

The mission of the Crosstown Arts digital lab is to provide space and resources for members of Memphis' creative community to work on creative projects. The following policies and procedures are meant to ensure the highest level of experience for everyone using the lab.

Please read and initial each policy and then sign at the end of the document. Thank you for your cooperation and understanding. We're glad you're here!

- A full-time Crosstown Arts staff member will present whenever the digital lab is open.
- All users must be 15 years of age or older (with exceptions made for younger users during workshops)
- All users under the age of 18 must bring a parent or legal guardian to complete the user agreement at the first visit. User agreements expire at the end of each academic semester.
- All users must sign up for a free membership upon their first visit to be able to use the lab. Membership requires scanning a valid ID, signing a waiver and use agreement, a photo taken by lab attendant, and agreeing to the policies and procedures of the lab.
- As a member of the lab, your email address will be added automatically to our Crosstown Arts News & Updates email list; you will have the option of adding your photo to our membership wall and social media outlets.
- All users must sign in and out with the Crosstown Arts staff member upon entering and leaving the lab for each visit. Users over the age of 18 must leave a valid ID with the Crosstown Arts staff member during each visit.
- All 6 Mac stations are filled on a first-come, first-served basis. Reservations cannot be made in advance and seats cannot be saved for users who are not present.
- There is no time limit on computer use during open hours.
- Users who leave the lab for longer than 15 minutes will automatically give up their seat to anyone waiting for a station.
- All users must provide their own portable USB drives to save any digital files as each computer's hard drive is emptied daily. Storing personal digital files on the computers in the digital lab is not permitted. If you choose to leave or save files on the computer, they will be deleted on a regular basis and Crosstown Arts is not responsible for the files.
- No additional software can be downloaded to the computers without the permission of the Crosstown Arts staff. Making any changes to the operating system of the computers is not permitted.
- Headphones are required if there is more than 1 person in the lab or at the request of the Crosstown Arts digital lab staff.
- The lab does not currently offer any printing capabilities/services.
- All users are asked to be courteous in regard to noise level out of respect for other people working in the lab. Conversation should be kept to a minimum. All phone calls must be taken in the hallway or outside. Phone calls are not permitted inside the digital lab.
- Drinks must be lidded and kept on the ground. Drinks are not permitted on the counter or workspace. Food is not permitted in the lab.
- Alcohol, smoking and illegal substances are strictly prohibited.
- All computer hardware must be left in the lab and is not available for use outside of the

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lab.

- The Crosstown Arts digital lab staff are available for basic technical/computer assistance but are not available for extensive technical/software support. Tutorial videos for most of the software in the lab are available through Crosstown Arts' classroom account on Lynda.com. These tutorial videos are accessible to users at no cost and can be viewed easily on the computers in the lab.
- The digital lab is intended to be a resource for users working on creative projects. Understanding that this covers a broad range of uses Crosstown Arts does not intend to limit any users access to computers in the lab. However, users who are clearly not working on creative projects may be asked to give up their seats in the lab if there are others waiting to use the lab for creative projects.
- Crosstown Arts does not discriminate against or block users from using any content (under law) that they may need to carry out their creative projects, however Crosstown Arts digital lab staff reserve the right to ask any users to discontinue working on any materials of a controversial or sexually explicit nature if minors under the age of 18 are working in the lab. The decision of what constitutes "controversial or sexually explicit material" is completely at the Crosstown Arts digital lab staff's discretion. This policy is in place for the protection of underage users in the lab. The cooperation and understanding of all users in regard to this policy is greatly appreciated.
- The Crosstown Arts digital lab staff reserve the right to ask any user to leave the lab for failure to cooperate with any of the agreed-upon policies and procedures, or any other disturbance or behavior that compromises the ability of other users to make work in the lab.
- By signing this copy of the Crosstown Arts digital lab policies and procedures below, and initializing by each item above, you are agreeing to the membership terms while you are present and working in the lab.

PRINTED NAME OF USER:

PRINTED NAME OF PARENT/LEGAL GUARDIAN IF APPLICABLE:

SIGNATURE: _____

DATE: _____