



MIDDLE GEORGIA REGIONAL LIBRARY

MEMORY LAB @ WASHINGTON MEMORIAL LIBRARY FREQUENTLY ASKED QUESTIONS

Q. Where is the Memory Lab located?

A. The lab is located at the Washington Memorial Library in Macon, GA on the second floor.

Q. What are the hours of operation?

A. The lab is open Monday through Thursday 10:00 am - 7:45 pm and Friday through Saturday 10:00 am - 5:45 pm.

Q. Is it required to have an appointment to use the lab?

A. Yes, it is required to have an appointment to use the lab. Each session is three hours and you can reserve up to two appointments per day in advance, with the option to stay longer if there are no other pending appointments. To schedule your appointment use this [link](#).

Q. Can I use the lab without a [PINES Library card](#)?

A.No, you must have a PINES library card to use the lab and present it at the time of your appointment. If you do not have a card the staff will sign you up free of charge.

Q. What is the age policy?

A.Reservations must be made by PINES cardholders ages 13 or older. Parental consent is needed for patrons under the age of 17 and must have adult supervision.

Q. Are food and beverages allowed?

A.Food and drink are NOT allowed in the Library or in the Memory Lab. Food and drink can damage the media equipment as well as attract pests that can damage materials.

Q. Who is responsible for my belongings if they are misplaced in the lab?

A. In order to protect your property and Memory Lab equipment, please ask the staff to lock the door if you need to leave the Lab during your appointment time.

Q. How many stations are available for use?

A. The Lab has one station for digitizing photographs and negatives, and one for digitizing video. Each station is booked separately, and you can book both stations for the same time window if you wish to work on digitizing photographs and negatives while your video transfers.

(During Covid-19, the room is only available for one patron/group at a time)

Q. How do I save my files?

A. You must save your work on a personal, external memory source or use [cloud storage](#) (i.e. Dropbox, Google Drive, etc.). All Lab computers are reset after each session, so files cannot be stored on the Lab's computers.

Q. Can I store my personal information on the computer?

A. Hard drives or other personal items needed for saving or transferring files cannot be stored at the Lab. Materials brought to the Lab for scanning must remain with you at all times.

Q. Will staff be available to assist me?

A. The Lab is a do-it-yourself space. Staff can provide basic information about the Lab's resources; for more in-depth assistance, please attend an additional orientation session.

Q. Are there any limitations or liability on my part if the lab or materials are damaged?

A. The individual who reserves the Lab will be considered the main user and is responsible for any damages or misuse of equipment, even if a group is working on the project together. All users must agree to hold the Library harmless from any and all claims, losses, damages, obligations, or liabilities directly or indirectly related to the use of its computing and information resources, caused thereby, or arising therefrom.