Procedure 3.2524

Audiovisual Department Procedure

The Library at the College includes, Audiovisuals**/**, and the Library. The purpose of the Library is to enrich the teaching/learning process of the College and the community by providing resources, instructional support, equipment, and qualified staff.

Audiovisual support for faculty, staff, and students is available through the AV Department.
Services include:

- Audiovisual equipment needs for the instructional classroom.
- Technical and AV equipment needs/services for functions held at the College.

Authorized personnel may enter an Audiovisual work order ticket by going to the Service Now website and entering the appropriate information in the electronic form.

For Equipment Repair, Replacement, Installation, or Assistance: The work order should be fully completed, providing information on the type of equipment in question, the exact location, details of the work or assistance needed, and a timeline or deadline for completion.

For Event Setup: Requests may be submitted in advance but no later than 10 business days prior to the date of the event. Work orders submitted up to a year in advance are permitted to provide general, limited information, and by 10 business days prior to the date of the event, all work orders should be fully updated and completed, providing a comprehensive list of equipment needed, the exact location/venue, a timeline or deadline for completion, and any special instructions.

Emergencies: Contact the Coordinator of Audiovisual Services at x6310. If the Coordinator of Audiovisual Services is off campus, contact the Director of Library Services. Services requested must be followed by a Service Now work order ticket.

References

Legal References: *Enter legal references here*

Cross References: Academic Support Services Policy

History

Leadership Council Review/Approval Dates: *9/27/2024*

Senior Staff Review/Approval Dates: *11/6/2013; 5/8/2024*

Board of Trustees Review/Approval Dates: *Enter date(s) here*

Implementation Dates: *Enter date(s) here*