

### **How to Contact AV:**

Call us if you have questions or wish to place a request to book software or Audiovisual equipment:

The Audiovisual numbers are:

Langley 604 599-3209

Richmond 604 599-3350

Surrey 604 599-2216

Cloverdale 604 598-6041

### *Important:*

- You will need a current Kwantlen Smart Card in order to request videos/DVDs, including semester booking requests.
- You will need to show your Kwantlen Smart Card when you pick up videos/DVDs or equipment, as without it we will be unable to loan you the videos/DVDs or equipment.

### **Semester Bookings of Audiovisual Equipment and Videos/DVDs**

**Please submit your Semester Requests to book Videos/DVDs & Equipment as early as possible:**

- To ensure that your video/DVD and equipment needs are successfully satisfied, we encourage you to submit your requests for the upcoming semester as early as possible. Semester booking requests can be submitted at any campus library.
- If you are requesting the same video/DVD to be used at more than one campus please still submit all requests at the one campus. If you are submitting requests on behalf of another instructor, please let us know.
- Tip: For semester requests of videos or DVDs, the paper form is often more convenient than the online form and we are happy to accept in paper.

### **Request all videos/DVDs and equipment as far in advance as possible:**

Planning for sufficient lead time prior to your use is important.

To allow for processing and delivery, the following lead times should be planned:

- If the request is for an item that must be delivered from another Kwantlen campus the lead time is 3 working days (not including weekends) prior to your use.
- If the request is for a video/DVD from another institution, the lead time is 10 working days prior to your use. For example: if today is Monday, the earliest arrival of a video/DVD from one Kwantlen campus to another would be Thursday. If today is Friday, the earliest arrival of a Video/DVD from one Kwantlen campus to another would be the following Wednesday.

### **Booking Videos/DVDs**

To book a video or DVD go to the Library Catalogue and choose the "I Need Material" Link; choose either "Request a Kwantlen Video or DVD" or "Request a non Kwantlen video or DVD", depending on whether Kwantlen holds the item or not.

### **Booking AV Equipment**

To book your AV equipment we recommend using our online Audiovisual Equipment Request Form available through the link below (link is through Audiovisual Services on the Library website- click on "Equipment Request Form")

<http://www.kwantlen.ca/library/services/avrequestform.html>

This form allows you to request Audiovisual Equipment at your convenience from home or office as long as you can give us advance notice. Confirmation of your booking will be sent to your Kwantlen email. If you do not receive confirmation within 1 working day please contact AV. Please fill out all fields.

However--**if you need equipment within 3 working days** please continue to call or visit us in person.

Please take a look at our online guide to Audiovisual Services. It is packed with useful information and answers to your questions.

<http://www.kwantlen.ca/library/services/av.html>