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# **INFORMATION TECHNOLOGY SERVICES**

## **GUIDE TO MEDIA SERVICES**

**2011-2012**

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### **INTRODUCTION**

This brochure is intended to provide an overview of media-related services for faculty and staff. You are encouraged to consult it and keep it for reference.

#### *WHO DOES WHAT?*

**Media Center:** provides support for the non-computer equipment in the Instructional Technology Classrooms (TV, DVD, Blu-ray, VCR, CD, document camera, projection, etc.); provides video production; manages satellite TV operations; produces CTV (the campus video information system); provides audio (tape & CD) and video (tape & DVD) duplication services; audio (tape to CD) and video (tape to DVD) conversion.

**Help Desk:** provides telephone and walk-in (Bouwhuis Library, main floor) support for computer related questions. The Help Desk is your source for immediate classroom assistance.

**Center for Teaching Excellence (CTE):** lends laptop computers and LCD projection equipment to college faculty and staff for use in unequipped classrooms or other venues.

**Faculty Technology Services (FactS):** is staffed by members of ITS. This group works closely with the Center for Teaching Excellence to provide support to faculty for ANGEL, online teaching, and academic technology tools.

**Library:** houses and circulates the instructional audio and video collection; manages the purchase and rental of media titles; provides access to collections via CanDO, the online catalog.

**Office of Student Records & Registration:** schedules the classrooms and has overall responsibility for them.

**Office of Event Management:** schedules rooms and media equipment for special events (meetings, speakers, etc.).

### **FACILITIES FOR USING MEDIA**

#### *INSTRUCTIONAL TECHNOLOGY CLASSROOMS (ITCs)*

Classrooms are separated into four levels, based on the technology available in each. While the descriptions here are for typical classrooms, please note that some rooms do feature more unique/specialized setups. A Level 1 room consists of a TV, DVD player, VCR, and overhead projector. Some mobile equipment is also available for use in these rooms at the following sources:

<b>Science Building</b>	<b>Wehle Technology</b>	<b>Health Science</b>
Tom Stabler Chemistry Dept. Ext. 2344, 2340	Marge Foster Computer Science Ext. 2430	Sharon Lotterer Psychology Dept. Ext. 2510

A Level 2 room features a ceiling-mounted projector, DVD player, VCR, and the ability to connect a laptop computer. A Level 3 room adds a permanently installed computer, and, in most cases, a document camera (ELMO), while a Level 4 room (or lab) also adds computer stations for each student.

To schedule a particular classroom, call the Office of Student Records & Registration (ext. 2990). For more information on each classroom, please refer to the insert, call the Media Center (ext. 2590) or visit the "What's In My Classroom?" section of the Media Center web page at <http://www.canisius.edu/classrooms>.

## FACILITIES FOR USING MEDIA (continued)

### *MEDIA CENTER*

Television studio space and editing suites are available in Lyons Hall by reservation. For information, call the Media Center (ext. 2590).

### *LIBRARY*

A Listening/Viewing area (on the lower level) houses a variety of workstations for individual use of video cassettes and discs, audiocassettes and CDs, and phonograph records. Call the Service Desk (ext. 8412) for information.

### *OTHER FACILITIES*

**Student Center / Marie Maday Theater / Montante Cultural Center:** The Office of Event Management schedules Media resources and services for these areas. Contact Mike Odojewski (ext. 2180) for information. These areas are generally reserved for special and public events, and are not appropriate for most typical classroom events.

**Koessler Athletic Center:** For special events, space in the KAC may be reserved by calling the Activities Coordinator, Gordon Anthony (ext. 2934). Media Services (i.e. microphones, projection, etc.) must be reserved through the Office of Event Management (ext. 2180).

**Other Conference and Meeting Rooms:** Meeting space can be reserved in other areas of the College. Contact the Office of Event Management (ext. 2180) for media requests and a list of rooms and referral information.

## MEDIA COLLECTIONS

### *LIBRARY*

The majority of non-print media collections that are available for the support of classroom instruction are housed in the Library and can be found through the Library Catalog (see "How to Find Videos and DVDs in the Library Catalog"). These materials are shelved on the first floor open shelves. Some additional media materials are located behind the first floor Service Desk. Call the Service Desk (ext. 8412) for information. Faculty may borrow the materials directly from the Library for classroom or personal use; the normal loan period is one week. Delivery service is not available and materials must be returned to the Library. Avoid problems by planning ahead and giving adequate notification.

### *RESERVES*

Students may use all titles in the media collection, but most materials may be checked out for ONE NIGHT ONLY to take OUT OF THE LIBRARY. Therefore, we recommend that specific titles be placed on reserve if entire classes will be required to view or listen to them. This will prevent the titles from being circulated out of the Library to other faculty or students. Simply call the Service Desk (ext. 8412) to place items on Reserve.

### *NEW PURCHASES*

Modest funding is available for the purchase of new titles. Faculty should contact the Library Acquisitions Department (ext. 2935) for more information. At least six weeks notice should be provided.

### *RENTALS*

Some materials may be too costly to purchase or they may be available only through rental mechanisms. Again, call the Library Acquisitions Department (ext. 2935) to arrange for rentals and provide adequate notice.

### *MEDIA CENTER*

The Media Center houses most College-produced video and audio materials. Included in the collection are videos of guest speakers and events, and historic archival footage. Use of the materials is by appointment with the Director of the Media Center, Dan Drew (ext. 2569).

## **SPECIAL SERVICES**

### *VIDEO PRODUCTION*

The Media Center provides consultation, facilities, and equipment to meet the video production needs of the campus community. Contact Dan Drew (ext. 2569) for consultation services. Equipment, editing suites, and the television studio may be scheduled by stopping by the Media Center main office in Lyons Hall 414.

### *SATELLITE DOWNLINK/OFF-AIR TAPING*

The Media Center can downlink C band satellite transmissions for individual or group viewing, or for recording purposes. For scheduling and technical information call Dan Drew (ext. 2569). Off-air taping of television programs can be requested, subject to copyright compliance, by contacting the Media Center (ext. 2590).

### *VIDEO CONFERENCING*

The Media Center has a Polycom HDX 7000 point-to-point IP video conferencing system. It can be used for distance learning, meetings, interviews, and guest lectures. For more information contact Dan Drew (ext. 2569).

### *CAMPUS VIDEO INFORMATION SYSTEM - CTV*

CTV is produced by the Media Center. Students, organizations, clubs, faculty, and staff can place public information on the system. Contact the staff of the Media Center (ext. 2590) for a request form or for more information.

### *VIDEOTAPING*

To arrange for videotaping of major public events, such as guest speakers, panels, or debates, you will need to contact both the Office of Event Management (ext. 2180) and the Media Center (ext. 2590). More information can be found online at <http://www.canisius.edu/mediacenter/videotaping.asp>. For taping of classroom events and guest lectures, please attempt to manage on your own. Camcorders can be checked out from the Media Center.

### *WORKSHOPS*

The Library and ITS jointly conduct workshops on computer, media, and World Wide Web topics. ITS also conducts workshops on software for word processing, spreadsheet, presentation applications, e-mail, and other topics. Schedules are announced in "Under the Dome", the college's daily online news publication for faculty and staff.

### *RESIDENCE HALL TELEVISION*

Faculty should note that students who live in the residence halls have access to an expanded Direct TV line up. Faculty may wish to assign viewing to their students. The full channel line-up can be found online at <http://www.canisius.edu/its/resnet.asp> under the "TV Service" section.

## **How to Find Videos and DVDs in the Library Catalog**

- All videos are cataloged in the on-line library catalog. If you are not looking for a specific video, but merely want to browse through an alphabetical list of the items in the collection, do a KEYWORD search using the term VIDEOS or the term DVDS and the MATERIAL TYPE: VIDEO/DVD.
- Using the KEYWORD search option, you can find what the Library owns by a particular actor, actress, writer, or director.
- You can contact any librarian for additional information or if you have difficulty in locating materials in the collection.

## COPYRIGHT

Canisius College is committed to abiding by all copyright laws that relate to media. Consult with the college's copyright policy, available online, if you have any questions (<http://www.canisius.edu/copyright>).

## FREQUENTLY ASKED QUESTIONS

**Q. How do I know if a specific video I need is available?**

**A.** Check the Library's on-line catalog. If we don't own the title, contact the Library Acquisitions Department (ext. 2935) to arrange for a purchase or rental.

**Q. If I am in a classroom trying to use equipment, how do I get help if I am having problems?**

**A.** For Instructional Technology Classrooms, call the Help Desk (ext. 2299). The Help Desk consultant will contact appropriate personnel to handle the situation. Hours of operation are available online (<http://www.canisius.edu/its/helpdeskhours.asp>).

**Q. How do I find out more about multi-media or hypermedia packages that are relevant to my field?**

**A.** ITS has agreements with several publishers for purchasing software titles at academic prices, and can help with accessing reviews for a variety of packages. Other sources of information are colleagues, literature in your field, and demonstrations at conferences. Contact the FACTS Center on the lower level of Churchill Tower for more information.

## IMPORTANT TELEPHONE NUMBERS

### MEDIA CENTER

*Director:* Dan Drew, ext. 2569

*General:* ext. 2591

*Voicemail:* ext. 2590

### ACADEMIC COMPUTING AND FACULTY TECHNOLOGY SERVICES

*Director:* Estelle Siener

*Computer Support Specialist:* Joe Rizzo, ext. 8354

*Academic Technology Specialist:* Steve Warszawski, ext. 8356

*Academic Technology Specialist:* Chris Filkins, ext. 8353

*Instructional Designer:* Leah MacVie, ext. 8355

*General:* ext. 2440

### HELP DESK

*Director:* Estelle Siener

*General:* ext. 2299

### LIBRARY

*Associate Vice President for Library and Information Services:* Joel Cohen, ext. 8410

*Acquisitions:* ext. 2935

*Service Desk (Reference):* ext. 8411

*Service Desk (Circulation):* ext. 8412

### OFFICE OF STUDENT RECORDS & REGISTRATION

*Registrar:* Blair Foster, ext. 2990

### CENTER FOR TEACHING EXCELLENCE

*Director:* Pat Coward, ext. 2839

*General:* ext. 3720

### OFFICE OF EVENT MANAGEMENT

*Event Coordinator:* Mike Odojewski, ext. 2180

*Assistant Event Coordinator:* Mark Dzielski, ext. 2171