

NorthWest Arkansas Community College Multimedia Learning Center Policies and Procedures

Goal statement: The Multimedia Learning Center strives to provide the utmost in support to faculty, staff and students by providing specialized multimedia equipment to the campus to enhance and expand the educational experience of our students. (Multimedia equipment is defined as equipment designed for or relating to the combined use of media, such as movies, music, lighting, CD-ROMs, text, graphics and the Internet.)

- 1) The MLC maintains a wide variety of equipment available for check-out by current NWACC staff and faculty for use directly related to NWACC.

Faculty and staff can browse the circulating equipment collection in the Library's online catalog. To obtain equipment, faculty and staff should present their current NWACC ID card (available in the Learner Development Center) at the Library front desk.

- 2) The MLC provides a limited collection of equipment for check-out to students. Faculty may check-out equipment for use by students on campus.

Faculty and staff may request equipment at the Library front desk and checkout the equipment by using their current staff ID and Library patron number.

- 3) The MLC strongly encourages faculty and staff to be specific about needed equipment and to book equipment ahead of time to ensure availability.

Faculty and staff may complete an online booking form at http://www.nwacc.edu/Library/equipment_booking.php

- 4) The MLC loans equipment in ready-to-use configurations to minimize set-up for borrowers.

Patrons should return equipment in the same ready-to-use configuration for the convenience of the next borrower and report any problems (such as lamp growing dim, remote needing new battery, etc.) upon return.

- 5) The MLC makes available to faculty, staff, and students computer workstations featuring specialized equipment and multimedia software.

Faculty, staff and students may use the equipment within the MLC by checking in at the Library front desk with their NWACC ID card.

6) The MLC offers faculty and staff duplication and transfer services for non-copyrighted, right-to-copy, or copyrighted video and audio material with proper written permission.

Faculty or staff members will need to provide-- at least three business days in advance of need-- the original program along with either sufficient blank media or the org number to which the materials should be charged.

7) The MLC offers both formal and informal training on the use of multimedia equipment and provides advice and technical problem solving to faculty, staff and students for special projects relating to education.

Groups or individuals may set up training sessions through the MLC or drop in to have problems solved.

8) The MLC provides basic troubleshooting and maintenance services to the campus regarding most multi-media equipment, with the exception of computers.

Users who experience any technology-related problems should contact the IT Helpdesk at 619-4357; the Helpdesk will determine the appropriate channels to fix the problem.

9) The MLC exists to provide media support that ultimately and directly benefits NWACC students.

Outside groups should contact the NWACC Events Coordinator at 936-5172 for any equipment they feel they might need while on campus.