

How to Contact AV:

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

The Audiovisual numbers are:

Langley 604 599-3209

Richmond 604 599-2582

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 pickup 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 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. The following lead times to allow for processing and delivery should be planned when making Video/DVD or equipment requests. 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.

Make your requests for videos or equipment during our AV Department Open Hours:

AV Department open hours of service are Monday-Friday, 8:30am - 4:30 pm. To help us provide you with the best service possible we recommend you make your requests during these hours when an AV Technician will be available. Requests can be made in person or by phone.

*Pickup and return of **pre-booked Audiovisual items** can be done during all open hours of the Library.*