
Service Level Description: Media Services

Draft 0.6, February 2009

1. Service Aims

- To specify, provide and maintain Audio Visual (AV) equipment for the College's core 'pool' teaching rooms.
- To support the production or presentation of media work by loaning AV equipment and providing a high specification suite for the production of digital media.
- To provide and support Video Conferencing facilities.
- To provide training in the use of hardware and software to support all of the above.

2. Operational Framework

Media Services provides two service points:

2.1 Media Equipment Centre (MEC)

- Location: RHB Room 181.
- Tel: 020 7919 7626
- Email: mec@gold.ac.uk
- Opening hours:
 - **Term-time:** Monday to Friday 9:00 am (8:30am for staff) – 9:45pm; Saturday 9:30 am – 5:00 pm. Sunday - closed.
 - **Vacations:** Monday to Friday 9:00 am – 12:30 pm and 1:30 pm – 5:00 pm; Saturday and Sunday – closed.
- Staffing: Two F/T and 3 P/T to cover peak times, extended hours and Saturdays in term-time and for maintenance work.

2.2 Digital Media Suite (DMS)

- Location: RB 008, Ground Floor
- Tel: 020 7919 7546
- Email: media-services@gold.ac.uk
- Opening hours:
 - Standard Rutherford Building opening hours.
 - Staff support is available Monday – Friday 9:30 am – 5:30 pm (closed for lunch) 1:30 pm – 2:30 pm.
- Staffing: One F/T and one P/T

3. Service Elements

3.1 Media Equipment Centre (MEC)

- AV presentation and creative equipment is available for loan for academic purposes.
- Loan lengths and procedures are explained on the Media Services web pages:

<http://www.goldsmiths.ac.uk/media-services/>

- Assistance with Media Services presentation equipment permanently installed in the core 'pool' teaching rooms.
- Advice and guidance about using any Media Services AV equipment, whether in the Loan Collection or installed in 'pool' teaching rooms.

3.2 Digital Media Suite (DMS)

- A suite of high specification computers and software to prepare digital media materials, particularly video.
- Two soundproof 'pods' for post-production and audio work.
- Other facilities include simple-to-use copying and media-media transfer facilities for VHS tapes, Hi-8 video, Mini-DV tapes and DVD.

4. Exclusions

- We cannot promise to be able to help with private or non-Media Services presentation equipment in College, even when linked to our facilities, eg a departmental or personal laptop used with one of our data projectors. We recommend that extra time is always allowed to rehearse with such equipment in advance of the use of the room/facilities.
- We cannot set-up and/or collect presentation equipment except in exceptional cases such as pre-booked conferences or special events.

5. Service Targets

- We aim to ensure that the two Media Services points are always open during the listed opening hours.
- We aim to have sufficient loan resources for our expected patterns of demand.

6. Charges

- Charges are made at an hourly rate for staff time for exceptional or out-of-hours technical support.

7. Contacts

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