Classroom Audio Visual Services (CAVS) - FAQ

Useful Contact Information
General inquiries (Melissa Elliot) ext.22761 equipbkg@mcmaster.ca
Manager (David Kidney) ext.22764 kidneyd@mcmaster.ca

Office location Mills Library L305
Office hours Monday – Friday: 8:00-5:00
Monday – Friday: 4:30-7:30 (student help desk; x 22761)

How do I arrange equipment for my class?
- do you know what you need?
  - complete the form @ https://library.mcmaster.ca/cavs/booking, or
  - send an e-mail to equipbkg@mcmaster.ca
- have questions or require personal assistance?
  - call Melissa Elliot (ext.22761)
- teaching in MDCL?
  - contact Carlie Soares (905-746-0409)
  - she will be happy to familiarize you with the system in those rooms

How do I find what permanent equipment is available in some classrooms?
- check out the Classroom Inventory Directory – this resource is up-dated regularly
  - photographs and descriptions of each classroom on campus
  - equipment use manuals can be found here as well
  - http://cavs.mcmaster.ca/classinfo/index.htm

What other equipment is available?
- we offer a full selection of audio-visual equipment from overheads and PA systems, to data projectors.
- not sure how to display a Power-point presentation, or show the slides you took on your visit to Maui? Give us a call and let us know what you need help with.
- Please note: we do not provide computers.
How do I access the permanent equipment?
- make sure you book any equipment you wish to use, so we can make sure it is available when you need it
- we may need to perform maintenance on the equipment or to replace equipment which has been stolen from a room. If we know when you need it, we’ll make sure that the equipment is there for you.
- equipment booking form: https://library.mcmaster.ca/cavs/booking
- all permanent equipment is controlled from a locked box in the podium
- combinations for these boxes are changed annually in late August
- you will receive the combination by return e-mail when you book your equipment
- can’t remember the code? Give us a call x22761 and we’ll give you the combination over the phone.
- username and password information for in-class computers is also available by phone.

How do I order a video?
- Ordering videos is now done through the library, with the film/video library being housed in Mills Memorial Library.
- search for films/videos @ http://library.mcmaster.ca/find/video/
- book a film for classroom viewing @ http://library.mcmaster.ca/content/media-booking-service
- all videos being shown in class must be close captioned, as required by the Act for Ontarians with Disabilities (AODA)
- submit requests for captioning @ http://requestcc.mcmaster.ca/view.php
- need more help with captioning? Send an email to captioning@mcmaster.ca

Still have questions? Let us help!
- give us a call: 905-525-9140 ext.22761
- send us an email: equipbkg@mcmaster.ca