

# Learning and Information Services

## Introduction

This “Service Definition Statement” covers the full range of LIS “customer-facing” services. We hope that you will find this a useful and handy guide to:

- The range and extent of LIS services.
- What the services comprise and how they are operated.
- The level of support we can provide.
- Advice and consultancy.
- The location of services on each site.
- The opening hours in which services operate.
- Appropriate contact staff, with telephone extensions, email addresses and web addresses as appropriate.

This information can also be accessed on the Leeds Met website at [www.leedsmet.ac.uk](http://www.leedsmet.ac.uk).....

Any comments or suggestions on the use of this reference guide are welcome. Please contact Paul Lavigueur on CC extension 3842 or email at [p.lavigueur@leedsmet.ac.uk](mailto:p.lavigueur@leedsmet.ac.uk).

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Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Audio Visual Consultancy and System Design</b>	This includes: <ul style="list-style-type: none"> <li>• specification, tendering,</li> <li>• purchasing,</li> <li>• managing the AV/IT installation</li> <li>• testing</li> </ul>	CC H211	CC x5965 (0113 283 5965)	Technology Services Manager	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lts/av/">http://www.leedsmet.ac.uk/lis/lts/av/</a>	The service keeps abreast of new developments and uses for technology, and finds audio visual solutions for teaching, learning and other LEEDS MET activities.	<ul style="list-style-type: none"> <li>• The AV system design service is available for new build and existing areas of the University.</li> <li>• This includes user training and documentation.</li> </ul>
<b>Audio Visual Loans</b>  <i>See Also - Consumable Sales - Audio Visual</i>	Advice, support and loans: <ul style="list-style-type: none"> <li>• video players,</li> <li>• computer presentation kit,</li> <li>• slide projectors,</li> <li>• digital stills cameras,</li> <li>• video cameras,</li> <li>• cassette players</li> <li>• projection equipment</li> <li>• recording equipment</li> </ul> <p>Staff and Student service</p>	City Campus Learning Centre  Beckett Park Learning Centre  Brunswick Terrace Counter BT BG14  Harrogate College A206	CC x3449 AVloans- CS@leedsmet.ac.uk (0113 283 3449)  BP x7471 AVloans- BP@leedsmet.ac.uk (0113 283 7471)  BT x4000 AVloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)  HC x8279 (01423 878 8279) AVloans- HG@leedsmet.ac.uk	CC/BT/BP Audio Visual Services Loans Counter Staff.  HC Learning Support Officer	<b>CC and BP Full AV Loans service</b> <b>Term time:</b> 8.30-20.00 Mon-Thurs 8.30-18.00 Fri <b>Vacation:</b> 9.00-16.45 Mon-Thurs 9.00-16.15 Fri <b>Pre-booked equipment and returns</b> See Learning Centre advertised opening hours <b>BT and HC term-time only</b> 08.30-17.00 Mon-Thurs 08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lts/av/avloans.htm">http://www.leedsmet.ac.uk/lis/lts/av/avloans.htm</a>	No charge is made for the loan of equipment.  Loss of or damage to equipment will be charged to faculties.  Certain items of equipment are in high demand and during busy times there may be limits placed on loan periods.  Restrictions on the loan period apply to the most popular items such as portable data projection, laptops and cameras.	<ul style="list-style-type: none"> <li>• Equipment is loaned to staff and students for the purposes of University business and personal loans will not be allowed.</li> <li>• Equipment will be demonstrated on request, it is best to indicate this at the time of booking.</li> <li>• A full list of the terms and conditions of borrowing equipment is available from any of the LTS counter services.</li> <li>• The students AV loans service requires the permission of their tutors.</li> </ul> <p>During vacation periods:</p> <ul style="list-style-type: none"> <li>• Bookings for AV facilities at Brunswick Terrace are made via the City Campus AV loans counter.</li> </ul> <p>Bookings for Harrogate College should be made via the Learning Centre Manager.</p>
	<u>Fault reporting for AV services</u> <ul style="list-style-type: none"> <li>• Loan equipment</li> <li>• Classroom equipment</li> <li>• Lecture theatre equipment see site contact details adjacent</li> </ul>	City Campus Learning Centre  Beckett Park Learning Centre  Brunswick Terrace Counter BT BG14  Harrogate College A206	CC x3449 AVloans- CS@leedsmet.ac.uk (0113 283 3449)  BP x7471 AVloans- BP@leedsmet.ac.uk (0113 283 7471)  BT x4000 AVloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)  HC x8279 (01423 878 8279) AVloans- HG@leedsmet.ac.uk	CC/BT/BP Audio Visual Services Loans Counter Staff.  HC Learning Support Officer	<b>CC and BP Full AV Loans service</b> <b>Term time:</b> 8.30-20.00 Mon-Thurs 8.30-18.00 Fri <b>Vacation:</b> 9.00-16.45 Mon-Thurs 9.00-16.15 Fri <b>Pre-booked equipment and returns</b> See Learning Centre advertised opening hours <b>BT and HC term-time only</b> 08.30-17.00 Mon-Thurs 08.30-16.30 Fri		Phone help is available for user/operator advice  Faulty equipment is usually replaced quickly with a replacement and then repaired in our workshops.  Equipment purchased via the AV purchasing service will also be repaired: costs are only for any parts used during the repair.	
<b>Audio Visual Purchasing</b>	Support for the purchasing of a wide range of AV/media related equipment.	CC H211	CC x5965 (0113 283 5965)	Technology Services Manager	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lts/av/purchasing_equipment.htm">http://www.leedsmet.ac.uk/lis/lts/av/purchasing_equipment.htm</a>	The prices for equipment take advantage of the bulk purchasing power of the University and knowledge of the marketplace.  Advice on a wide range of audio-visual equipment is available, including technical advice and suitability of presentation equipment.	<ul style="list-style-type: none"> <li>• The order for equipment will be placed upon receipt of an IR1 Internal transfer form</li> <li>• Equipment is chosen to ensure compatibility across LEEDS MET.</li> <li>• Equipment purchased will be serviced and maintained by our engineers.</li> </ul>
<b>Book Purchasing</b>  <i>See - Reading Lists</i>								

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<b>Borrowing Items from the Learning Centres</b>  <i>See Also</i> - Interlibrary Loans - Learning Centres	Items can be borrowed, returned and renewed at Counter Services in each Learning Centre	Beckett Park Learning Centre Counter Services  City Campus Learning Centre Counter Services  Harrogate College Learning Centre Counter Services  DIY borrowing machines are available in all three Learning Centres	<b>BP</b> x3164 (0113 283 3164)  <b>CC</b> x3106 (0113 283 3106)  <b>HC</b> x8216 (01423 878 8216)	Counter Services Staff	Beckett Park & City Campus Counter Services:  Term time: 8.30-20.00 Mon-Thurs 8.30-19.00 Fri 10.00-16.00 Sat 10.00-18.00 Sun  Xmas & Easter Vacations: 8.30-21.00 Mon-Thurs 8.30-17.00 Fri 10.00-16.00 Sat 10.00-18.00 Sun  Summer Vacation: 8.30-21.00 Mon-Thurs 8.30-17.00 Fri 10.00-16.00 Sat (not August) 10.00-18.00 Sun (not August)  Harrogate College Counter Services Term time: 8.30-20.00 Mon-Thurs 8.30-16.30 Fri 10.00-14.00 Sat  Vacation: Please check with Learning Centre staff for latest information  DIY Borrowing is available throughout Learning Centre opening hours (see 'Learning Centres')	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew">http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew</a>	Maximum loan entitlements are as follows:  Undergraduates <ul style="list-style-type: none"> <li>15 items (including 5 A/V and 5 short term loans)</li> </ul> Taught postgraduates <ul style="list-style-type: none"> <li>17 items (including 5 A/V and 5 short term loans)</li> </ul> Staff & Researchers <ul style="list-style-type: none"> <li>25 items (including 5 A/V and 5 short term loans)</li> </ul> Other arrangements are in place for disabled students, teacher training students, Offsite students and Guest Users.  Fines are charged at the following rates: <ul style="list-style-type: none"> <li>Standard loans 10p per day</li> <li>1 week loans (including A/V) and interlibrary loans 25p per day</li> <li>Short loans 50p per hour or part hour</li> <li>Part-time student loans 20p per day</li> </ul> Fine rates are reviewed regularly.  The intersite loan system allows you to order a book from another site, to be collected at your home site. This is done online through the Library Catalogue.  Audio Visual Loans Counters and Faculty facilities have different opening hours (see Audio Visual Loans).  DIY facilities only are available at quieter times. Users can quickly renew their books, 24 hours per day, using a dedicated renewal hotline – 0113 283 6161.	LEEDS MET Students and staff can borrow from any of the 3 Learning Centres. Guest users and Associate staff are also entitled to borrow.  You will need your LEEDS MET staff or student card with you in order to borrow items from the Learning Centres.  No charge is made for the loan of items.  Fines are charged for the late return of materials. Administration charges are made for seriously overdue materials.  Journals, Quick Reference, Statistics and Bibliographies cannot be borrowed and are marked with a red 'reference' spine sticker.  Intersite loans can take up to a week to arrive depending on the site from which they have been sent.
<b>Card Access</b>  <i>See</i> - Identity Cards								
<b>Catalogue</b>	The online Library Catalogue lists all the books, journal titles and other material held in the Learning Centres	Online Service	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information Desk Staff	08.30 – 17.00 Monday to Thursday	<a href="http://serapis.leedsmet.ac.uk/uh/bin/webcat">http://serapis.leedsmet.ac.uk/uh/bin/webcat</a>	Users can: <ul style="list-style-type: none"> <li>Ascertain which books, videos and other information are held by LEEDS MET</li> </ul> Members of LEEDS MET can also: <ul style="list-style-type: none"> <li>Reserve ('Hold') items that are on loan</li> <li>Renew items</li> <li>Check reading lists</li> <li>Order books from another site (intersite loans)</li> </ul>	The library catalogue is available to all. Certain sections are only available to members of LEEDS MET, who will have to enter their PIN to access them.  Staff should submit all reading lists to their Learning Adviser, who will then be made available on the catalogue.

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<b>Classroom Support – Audio Visual</b>	<p>All teaching rooms have:</p> <ul style="list-style-type: none"> <li>whiteboard,</li> <li>overhead projector</li> <li>video playback facilities.</li> </ul> <p>A number of rooms are fitted with data projection facilities, others with DELTA Cabinets containing a PC, video player and remote controls.</p>	<p>City Campus Learning Centre</p> <p>Beckett Park Learning Centre</p> <p>Brunswick Terrace Counter BT BG14</p> <p>Harrogate College A206</p>	<p><b>CC</b> x3449 AVloans- CS@leedsmet.ac.uk (0113 283 3449)</p> <p><b>BP</b> x7471 Avloans- BP@leedsmet.ac.uk (0113 283 7471)</p> <p><b>BT</b> x4000 Avloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)</p> <p><b>HC</b> x8279 (01423 878 8279) Avloans- HG@leedsmet.ac.uk</p>	Audio Visual Services Loans Counter Staff.	<p>08.30-17.30 Mon-Thurs</p> <p>08.30-17.00 Fri</p>	<p><a href="http://www.leedsmet.ac.uk/lis/lis/av/classroom.htm">http://www.leedsmet.ac.uk/lis/lis/av/classroom.htm</a></p>	<p>Access to the Delta Cabinets is via a staff card access control system. There is a regular maintenance service on audio visual equipment installed in teaching rooms, meeting rooms, lecture theatres, and on equipment supplied via the AV purchasing service throughout the University.</p> <p>Faulty equipment is usually replaced quickly with a working item and then repaired in our workshops.</p> <p>Phone help is available for user/operator advice.</p>	<ul style="list-style-type: none"> <li>Staff finding faulty equipment are requested to contact the Audio Visual Services Loans counter immediately.</li> <li>The fault will be attended to with as little disruption to the lecture in progress as possible.</li> <li>Where it is not possible to rectify the problem immediately, we will offer alternative equipment if this is available.</li> <li>We offer a rapid response service for the removal of permanent marker pen on whiteboards and OHP bulb changes.</li> </ul>
<b>Collection Development &amp; Information Access</b>	Learning Advisers work with lecturers to provide access to books, journals, and other information, both in print and electronically, to support courses	<p>Beckett Park Learning Centre</p> <p>City Campus Learning Centre</p> <p>Harrogate College Learning Centre</p>	<p><b>BP</b> x3500/ 3501 (0113 2833500/3501)</p> <p><b>CC</b> x3287/3387 (0113 283 3287/3501)</p> <p><b>HC</b> x8282 (01423 878 8282)</p>	Learning Advisers	08.30 – 17.00 Monday to Friday	<p><a href="http://www.leedsmet.ac.uk/lis/lis/">http://www.leedsmet.ac.uk/lis/lis/</a></p>	<p>Learning Advisers work with academic colleagues to agree on priorities for spending.</p> <p>A Collection Development and Information Access Policy Statement is produced outlining the agreements made on spending priorities.</p>	<p>The agreement is confirmed and the document signed by the Head of School.</p> <p>The document is updated annually.</p>
<b>Computing Equipment Purchasing</b>	A purchasing service for all desktop IT equipment	C210	<p><b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk</p>	Computing Services Staff Help Desk	08.30 - 17.30		Most equipment can be delivered to the customer within 2 - 4 weeks	<ul style="list-style-type: none"> <li>Maintain consistency of model of equipment throughout the University</li> <li>Determine best possible specification for University requirements</li> <li>Respond to information on price of equipment</li> <li>Respond to information on technical specification of equipment</li> <li>Advise on what equipment to purchase</li> <li>Obtain competitive deals with suppliers</li> </ul>
<b>Computing Software Purchasing</b>	A purchasing service for all IT software	C210	<p><b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk</p>	Computing Services Staff Help Desk	08.30 - 17.30		Most software can be delivered to the customer with 2 - 4 weeks	<ul style="list-style-type: none"> <li>Maintain consistency of software version throughout the University</li> <li>Determine best possible product for University requirements</li> <li>Respond to information on price of software</li> <li>Provide information on site license agreements</li> <li>Advise on what software to purchase</li> <li>Obtain competitive deals with suppliers</li> </ul>
<b>Consultancy – Audio Visual</b> See - Audio Visual - IT Consultancy - Telephony and Data Network Advice and Consultancy								

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Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Consumable Sales – Audio Visual</b>	flipchart pads and pens, • whiteboard markers, • videotapes, • audiocassettes, • batteries • computer consumables	City Campus Learning Centre  Beckett Park Learning Centre	<b>CC</b> x3449 Avloans- CS@leedsmet.ac.uk (0113 283 3449)  <b>BP</b> x7471 Avloans- BP@leedsmet.ac.uk (0113 283 7471)  <b>BT</b> x4000 Avloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)  <b>HC</b> x8279 (01423 878 8279) AVloans- HG@leedsmet.ac.uk	Audio Visual Services Loans Counter Staff	<b>CC and BP Full AV Loans service</b> <b>Term time:</b> 8.30-20.00 Mon-Thurs 8.30-17.00 Fri <b>Vacation:</b> 9.00-16.45 Mon-Thurs 9.00-16.15 Fri <b>BT and HC term-time only</b> 08.30-17.00 Mon-Thurs 08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.multimedia/prices">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.multimedia/prices</a>	Due to the fact that we buy goods in bulk, we are able to sell them at very reasonable prices.	<ul style="list-style-type: none"> <li>Where consumables are to be charged to a course code, the code must be supplied before the consumables are taken from the counter.</li> <li>A full price list is available at the Audio Visual Services Loans counters or on the intranet.</li> <li>During certain times of the year, it may be necessary for staff to give 48 hours notice for large orders of videotapes, audio cassettes, flipchart pads etc.</li> </ul>
<b>Copying/Printing - Self-access (staff)</b>	<ul style="list-style-type: none"> <li>Monochrome copying on A4/A3</li> <li>Duplex facility</li> <li>Printer facility</li> </ul>	N/A	Paper: <b>CC</b> x3085 (0113 283 3085)  <b>BP</b> x3510 (0113 283 3510)  Service: 0870 607 8899  Toner: 0870 608 8855  Card reader: 01494 565 066	Media Production Manager	N/A	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.printing+copying">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.printing+copying</a>	Copiers are installed on a trial basis in the first instance and staff are encouraged to share facilities as far as possible.  This service provides staff with copier and printing facilities.  All copiers are provided with a duplex facility and all new copiers are provided as network printers (existing copiers can be converted).  It is still most economical for the university and faculties/divisions if central reprographic facilities are used.	Requests for new copiers will need to meet the following criteria: <ul style="list-style-type: none"> <li>A 'minder' is named to act as a point of contact, report faults, provide basic maintenance (such as removing paper jams and re-filling toner) and to be responsible for the equipment.</li> <li>The facility is to be shared by at least 6 members of staff.</li> <li>The possibility of sharing facilities has been explored.</li> <li>Central repro facilities should be used for volumes over 25 copies.</li> <li>A suitable location is provided that does not represent health &amp; safety or security risks.</li> <li>Appropriate power and network points should be available.</li> <li>Where possible the machine will be networked to provide a printing facility. Local printers should be taken out of service to minimise energy consumption and cost.</li> </ul> Copier service** - response within 6 working hours. Card reader** - response within 8 working hours. Toner** - to be supplied within 7 working days of order. Paper* - to be supplied within 3 working days of order. *it is university policy to only use 100% recycled paper **Quote your copier/card reader serial number when you order.
<b>Copying/Printing - Self-Access (student)</b>	<ul style="list-style-type: none"> <li>Monochrome copying A4/A3</li> <li>Colour copying A4/A3</li> <li>Monochrome printing A4/A3</li> <li>Colour printing A4/A3</li> </ul>	CC & BP learning centres	N/A	Reprographic Assistant	See learning centre opening hours	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.printing+copying">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.printing+copying</a>	A roving repro assistant is available at CC and BP learning centres to provide routine maintenance and to assist students experiencing simple technical difficulties such as paper jams.	<ul style="list-style-type: none"> <li>This service provides printing and copying facilities for students in colour and monochrome.</li> <li>Faults should be reported to the learning centre information desk.</li> </ul>
<b>Copying – Tape</b>  <i>See - Tape Duplication</i>								
<b>Copyright Clearance</b>	The Copyright Clearance Service offers advice and guidance, as well as practical help in seeking rights clearances	Beckett Park Learning Centre	<b>CC</b> x7472 (0113 283 7472)	Copyright Clearance & Information Officer	08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm">http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm</a>	Advice is available on: <ul style="list-style-type: none"> <li>What copyright is</li> <li>LEEDS MET Licences</li> <li>Photocopying</li> <li>Adding items to the Short Loan Collection</li> <li>Course packs</li> <li>Obtaining copyright clearance</li> </ul>	The Copyright Clearance Service will contact the rights holders on behalf of members of staff.  Permission to copy may involve a copyright fee.  6-8 weeks notice is needed for copyright clearances.  The guidelines do not represent legal advice, but are based on the most current information available.

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<b>Course Development</b>	Learning Advisers work within course teams to ensure that appropriate and timely learning support is integrated into every new and existing course	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/3387 (0113 283 3287/3387)  <b>HC</b> x8282 (01423 878 8282)	Learning Advisers	08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm</a>	Learning Advisers should be involved in course development at the earliest stage to ensure that the resources necessary for the course are available.  Learning Advisers are members of course committee/annual review meetings to ensure that ongoing resources and information skills teaching needs are met.	Learning Advisers should be members of Course Development Teams and invited to Course Development meetings at the earliest stage.
<b>Course Provision</b>								
<i>See - Staff Development and Training Courses</i>								
<b>Course Publicity</b>								
<i>See - Staff Development and Training Courses</i>								
<b>Course Study Packs</b>	Academic staff can obtain advice on the production of course packs for their students	Beckett Park Learning Centre	<b>BP</b> x7472 (0113 283 7472)	Copyright Clearance & Information Officer	08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm">http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm</a>		Permission to copy may involve a copyright fee.  6-8 weeks notice is needed for copyright clearances.  The guidelines do not represent legal advice, but are based on the most current information available.
<b>Data Communications Network Provision</b>	Provision, management and administration of staff and student data network.	C605	<b>CC</b> x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			Installation, enlivenment and relocation of data outlets and network services. Fault rectification service. Provision of end customer connection leads.
<b>Data Protection and Regulatory Guidelines - Compliance with</b>	Computing Services will advise colleagues on the technical aspects of compliance with legal and regulatory guidelines and will, where appropriate, implement LEEDS MET policy in support of these.		<b>CC</b> x3102 (0113 283 3102) g.lovett@leedsmet.ac.uk	Head of Computing Services			Relevant legislation includes DataProtection ACT (DPA), Regulation of Investigatory Powers (RIP), Freedom Of Information (FOI), Health and Safety (H&S) and Disability Discrimination Act (DDA).	Computing Services will work with and advise the University Secretary and others regarding the action required on computing systems to comply with legal and regulatory guidelines and University policy and regulations.
<b>Design</b>								
<i>See Also - Educational Design - Graphics</i>								

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Disabled Support</b>	Specialised learning resources and support are available in each Learning Centre for disabled staff and students	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x5144 (0113 283 5144)  <b>CC</b> x3287 (0113 283 3287)  <b>HC</b> x8282 (01423 878 8282)	Learning Support Officers	Specialised learning resources are available during Learning Centre opening hours  Specialist help is available from Learning Support Officers at Beckett Park and City Campus between 08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/disabled/">http://www.leedsmet.ac.uk:8082/lco/php/support.php/disabled/</a>	Learning Support Officers offer help and advice to all disabled students wishing to use the Learning Centres through an appointment system.  Disabled students registered with Student Services are entitled to: <ul style="list-style-type: none"><li>• Longer loans for books</li><li>• Access to the Specialised Resources Rooms and their facilities</li></ul> The Specialised Resources Rooms offer PCs with: <ul style="list-style-type: none"><li>• Scanning software</li><li>• Text-to-voice software</li><li>• Visual and auditory feedback</li><li>• Screen reading software</li><li>• Screen magnification</li></ul>	Staff should encourage disabled students to register with Student Services in order for them to benefit fully from specialist Learning Centre resources and facilities.
<b>Domain Name Registration and Management</b>	Registration and management of LEEDS MET core list of domain names		<b>CC</b> x5896 (0113 283 5896)		9.30-16.30 Monday to Thursday 9.30-1600 Friday		Requests for domain names should be made to the Web Development Officer.	Technical management of the LEEDS MET core list of domain names is done by Computing Services.
<b>Email for Staff</b>	Provide IT infrastructure to support a fully featured email service for staff.		<b>CC</b> x3427 (0113 283 3427) LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30			Design, Specify, Purchase, Install and support of servers and services required to provide an email service for staff. Installation of all server related software.
<b>Email for Students</b>	Provide IT infrastructure to support an email service for students.		<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)					Design, Specify, Purchase, Install and support servers and services required to provide a email service for students. Installation of all server related software.
<b>European Documentation Centre/ European Information Centre</b>	The European Documentation Centre is a special collection of official publications of the European Union institutions  The European Information Centre offers an information service to business in Leeds and Wakefield	City Campus Learning Centre	<b>CC</b> x3126 (0113 283 3126)	Information Centre Staff	As Learning Centre Specialist staff available 08.30-17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk:8082/lco/php/subjects.php/expert/europe/edc">http://www.leedsmet.ac.uk:8082/lco/php/subjects.php/expert/europe/edc</a>	The EDC collection is open to everyone and includes: <ul style="list-style-type: none"><li>• official publications</li><li>• legislation</li><li>• reports</li><li>• statistics</li><li>• newsletters</li><li>• commercially published information in journals and books</li></ul> The European Documentation Centre receives a considerable number of official EU publications gratis from the EC. In return the host university agrees to provide access to the EDC for the academic community in their region. There are currently over 40 EDCs in the UK.  The European Information Centre operates services to businesses, including a tenders information service and a Partner Search Service.	Much of the collection is reference only.  Since summer 2001 all new items added to the EDC have been included on the library catalogue; older material will be catalogued over time.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Fault Reporting – AV Services</b>  See - Audio Visual Loans								
<b>Filestore - Staff</b>	Provide filestore for staff accessible through the LEEDS MET staff network.		<b>CC</b> x3427 (0113 283 3427) LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30			Design, Specify, Purchase, Install and Maintain the Servers and Services required to provide individual and Faculty/Central Service shared file store provision for staff, to be used to hold work related computer files, as agreed by ISSG
<b>Filestore - Student</b>	Provide filestore for students accessible through the LEEDS MET staff network.		<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)					Design, Specify, Purchase, Install and Maintain the Servers and Services required to provide individual and Faculty/Central Service shared file store provision for staff, to be used to hold work related computer files, as agreed by ISSG
<b>Graphics</b>	<ul style="list-style-type: none"> <li>• Corporate identity</li> <li>• Graphics</li> <li>• Creative services</li> <li>• Design</li> <li>• Illustration</li> <li>• Signage</li> <li>• Vinyl lettering</li> <li>• Door signs</li> <li>• Lapel badges</li> <li>• Poster service</li> <li>• Lamination service</li> </ul>	CC H211	<b>CC</b> x3391 (0113 283 3391) <b>CC</b> x5969 (0113 283 5969)	Graphics Studio Supervisor Media Production Manager	09:30-16:30 <i>Mon-Thurs</i> 09:30-16:00 <i>Fri</i>	<a href="http://www.leedsmet.ac.uk/lis/lis/print/">http://www.leedsmet.ac.uk/lis/lis/print/</a>	<p>The graphics team works on a wide variety of projects for learning/teaching (which is free of charge) and promotional purposes (for which there is a charge of £6.75 per hour).</p> <p>In some cases external suppliers will be required to print multiple copies, see service: Media Production for further details</p> <p>Occasionally external work may be undertaken either direct or through other university MOCs for which a charge of £13.50 per hour is made.</p>	<ul style="list-style-type: none"> <li>• Due to the varied nature of work, project request forms are used to record agreed timings and all other aspects of the job.</li> <li>• Quotations are provided and a schedule for the completion of the work is negotiated and agreed with either the Graphics Studio Supervisor or the Media Production Manager. You will be issued with a project number which should be used in all correspondence.</li> <li>• Prior notice will be given if any variance is anticipated.</li> <li>• Work will only be undertaken after an order or a charge code (for items under £100) has been provided.</li> </ul>
<b>Group Study Facilities</b>	Group Study Rooms are provided for students who need to discuss their course work in groups	Beckett Park Learning Centre: 9 rooms on the Ground and 1st floors  City Campus Learning Centre: 23 rooms on the 1st, 2nd and 3rd floors  Harrogate College Learning Centre 1 group study room	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information Desk Staff	Available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk/lis/lis/">http://www.leedsmet.ac.uk/lis/lis/</a>	<p>All rooms have plug sockets for laptop use. Rooms at City Campus have additional facilities listed below.</p> <p>Additional equipment is available in the following rooms at City Campus:</p> <ul style="list-style-type: none"> <li>• LS 108a PC &amp; data projector</li> <li>• LS 204 PC &amp; video</li> <li>• LS 206 PC</li> <li>• LS 304 PC &amp; video</li> <li>• LS 306 PC &amp; video</li> <li>• LS 313 OHP</li> <li>• LS 315 OHP</li> </ul> <p>2 rooms at Beckett Park have a PC</p> <p>Due to heavy demand, group study rooms cannot be booked by members of staff wishing to discuss work with or teach students.</p>	<p>Rooms are booked using a self-service system at the Information Desks. 3 student IDs are required at Beckett Park and 2 at City Campus.</p> <p>Part-time students may book by telephone using the Information Desk telephone number.</p>
<b>Help Desk and First-Line Support Service for Staff</b>	Staff computing help desk for first-line support and fault logging	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30		This service is currently under review	<p>To provide a method of reporting IT faults, queries and requests by tekephone and email.</p> <p>To where possible, assist users on the telephone</p> <p>To provide staff with a loans facility for licensed software</p> <p>To facilitate the communication within CS and ensure all relevant parties are kept informed throughout the job lifetime</p>
<b>Help Desk and Second-Line Support Service for Staff</b>	Specialist support for desktop and networked IT and telephone support	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30			<p>For staff:</p> <p>To provide hardware fault finding and repair service</p> <p>To maintain and upgrade equipment as necessary</p> <p>To provide software fault finding and fixing service</p> <p>To install all new hardware and software</p>

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Identity Cards – Staff - Issuing</b>	<ul style="list-style-type: none"> <li>Issuing of cards to new starters</li> <li>Issuing of replacement staff cards</li> <li>Issuing of Associate and Guest cards</li> </ul>	CCH211	<b>CC</b> x5955 (0113 283 5955)		09:30-12:00 14:00-16:30 Mon-Thurs 09:30-12:00 14:00-16:00 Fri	<a href="http://www.leedsmet.ac.uk/local/staffing/staffcard.htm">http://www.leedsmet.ac.uk/local/staffing/staffcard.htm</a>	<ul style="list-style-type: none"> <li>The system uses the University's Personnel Management System. Check your details are correct before attempting to obtain a card.</li> <li>Staff should bring along some means of identification (driving licence, credit card, utility bill) and the card will usually be issued on the spot.</li> <li>In case of theft, bring your incident number with you and a replacement will be made free of charge</li> </ul>	<ul style="list-style-type: none"> <li>The card will be used to access various university buildings, systems and facilities including the CC learning centre and when obtaining books and other loans. The password is printed on the card; this should be changed to your own choice to avoid misuse of the card.</li> <li>A digital image is taken during this process so there is no need to bring along a passport photograph.</li> <li>This service is only available at City Campus.</li> <li>Replacement cards can be obtained (in which case the original card becomes invalid) for which there is a charge of £5.</li> <li>Confidentiality is respected at all times.</li> </ul>
	<u>Multi-Function Card System – Development and Support</u> (Computing Services)							Purchase and Install servers and services required to support and develop Multi-Function card production systems. Installation and support of the server operating systems. To facilitate the installation and support of the application software. Purchase and Install servers and services required to provide an access control system. To facilitate the installation and support of the application software.
<b>Individual Study Spaces</b>  <i>See Also - Group Study</i>	A range of individual study spaces is provided in each Learning Centre	Beckett Park Learning Centre: Ground, 1 <sup>st</sup> & 2 <sup>nd</sup> floor  City Campus Learning Centre: Ground (with PCs only), 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> floors  Harrogate College Learning Centre	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information Desk Staff	Available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk/lis/lis/">http://www.leedsmet.ac.uk/lis/lis/</a>	There are areas in each Learning Centre for quiet and silent study.	Students who make excessive noise will be asked to leave the Learning Centre.
<b>Inductions for Staff</b>	Learning Advisers would like to meet all new members of staff to find out how Learning Centre resources and facilities can better support their teaching and research and students' learning	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/3387 (0113 283 3287/3387)  <b>HC</b> x8282 (01423 878 8282)	Learning Advisers	Learning Advisers are available between 08.30 – 17.00 Monday to Friday to discuss this, but may deliver teaching outside these times by arrangement.	<a href="http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm</a>	<p>Learning Advisers would like to meet all new members of staff in their School to discuss:</p> <ul style="list-style-type: none"> <li>Learning Centre services for teaching e.g. reading lists, short loan collection</li> <li>Learning Centre services for your students e.g. classes to develop information skills, student inductions</li> <li>Using library and Learning Centre facilities for research</li> <li>Contacts e.g. for copyright clearance or schemes for using other libraries</li> </ul> <p>A staff induction pack will be sent to all new members of staff, containing an introduction to services and an invitation to meet their Learning Adviser.</p>	New members of staff will be sent an invitation to meet their Learning Adviser.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Inductions for Students</b>	All students are offered an introduction to Learning Centre Services and facilities from their Learning Adviser as part of their course	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/3387 (0113 283 3287/3387)  <b>HC</b> x8282 (0113 283 8282)	Learning Advisers	Learning Advisers are available between 08.30 – 17.00 Monday to Friday to discuss inductions, but may deliver teaching outside these times by arrangement.	<a href="http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm</a>	Students who attend courses on campus will attend an induction, often in a Lecture Theatre or teaching room.  Students who are registered as distance learners will receive information from the Offsite service about the services available to them.  All students will receive information suited to their mode of attendance and learning support needs.	Members of staff should contact the Learning Adviser to arrange an induction for their students.
<b>Information, Help and Advice</b>	Advice and help on research, IT facilities and all Learning Centre services is available to all Learning Centre users:  <ul style="list-style-type: none"> <li>In person</li> <li>By telephone</li> <li>Via email</li> </ul>	Beckett Park Learning Centre Information and IT Desks  City Campus Learning Centre Information Desk  Harrogate College Learning Centre Information Desk	<b>BP</b> x7467/7465 Minicom available (0113 283 7467/7465)  <b>CC</b> x5968 Minicom available (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)  Electronic Information Desk: <a href="mailto:Infodesk.lc@leedsmet.ac.uk">Infodesk.lc@leedsmet.ac.uk</a>	Information/IT Help Desk Staff	Beckett Park & City Campus Information Desks:  Term time: 8.30-20.00 Mon-Thurs 8.30-19.00 Fri 10.00-16.00 Sat 10.00-18.00 Sun  Xmas & Easter Vacations: 8.30-19.00 Mon-Thurs 8.30-17.00 Fri 10.00-16.00 Sat  Summer Vacation: 8.30-17.00 Mon-Thurs 8.30-17.00 Fri 10.00-16.00 Sat (not August)  Harrogate College Information Desk: During Learning Centre opening hours  Emails can be sent to the Electronic Information Desk at any time and will be replied to between 08.30 – 17.00 on weekdays	<a href="http://www.leedsmet.ac.uk/lis/lis/help/electronic_eng_service.htm">http://www.leedsmet.ac.uk/lis/lis/help/electronic_eng_service.htm</a>	Advice is available:  <ul style="list-style-type: none"> <li>In person at the Information Desk in each Learning Centre and at the IT Help Desk at Beckett Park</li> <li>By telephone to the Information Desks in each Learning Centre. At peak times there is a dedicated telephone enquiry service on the same number</li> <li>By email via Learning Centre Online</li> <li>Students can make an appointment to see their Learning Adviser if they would like further help and advice requiring knowledge of a specific subject area. Appointment diaries are located at the Information Desks at Beckett Park and City Campus Learning Centres.</li> <li>Roving IT staff will help users at their PCs during peak hours</li> </ul>	The service is staffed by qualified members of staff.  Complex or subject-specific enquiries may be referred to Learning Advisers, who have specialist knowledge.
<b>Information Literacy Development</b>	Learning Advisers work with academic staff to ensure that students have the skills and confidence to exploit Learning Centre resources.  Information Skills development is available through:  <ul style="list-style-type: none"> <li>Face-face teaching sessions led by the Learning Adviser</li> <li>'Know-it-all' classes, open to all</li> <li>Skills for Learning</li> <li>Information skills material integrated into WebCT modules</li> </ul>	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/3387 (0113 283 3287/3387)  <b>HC</b> x8282 (01423 878 8282)	Learning Advisers	Learning Advisers are available between 08.30 – 17.00 Monday to Friday, but may deliver information skills teaching to students outside these times by arrangement.	<a href="http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm</a>	Learning Advisers offer face-to-face sessions in information skills development. These usually take place in the Learning Centre.  Learning Advisers will develop material to be integrated into WebCT modules in partnership with Module Teams  Know-it-all classes are one hour training sessions designed to help students use the facilities and services of the Learning Centre effectively. They cover a range of different information handling topics are open to all members of LEEDS MET and are offered on a first-come, first-served basis. They take place at Beckett Park and City Campus Learning Centres in the Autumn and Spring Terms and are advertised on Learning Centre Online and the Information Desks.  Skills for Learning offers teaching and support material for staff and students wishing to develop their information skills.	Staff should ensure that all students are offered the opportunity to receive an induction to Learning Centre Services and information skills training during their course.  Staff wishing to develop their students' information skills should discuss options with their Learning Adviser.  Notice should be given to Learning Advisers by staff wishing to arrange classes.  Learning Advisers will book rooms for sessions taking place in the Learning Centres. Staff should book rooms for sessions taking place in Lecture Theatres or Schools.  'Know-it-all' classes are offered on a first-come, first-served basis. Class groups of students should not be sent to 'Know-it-all' sessions.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Interlibrary Loans</b>  <i>See Also - Borrowing</i>	The interlibrary loans service provides items which are not held by LEEDS MET Learning Centres. These items are borrowed via the British Library Document Supply Centre from other libraries throughout the country	Beckett Park Learning Centre Counter Services  City Campus Learning Centre Counter Services  Harrogate College Learning Centre Counter Services	<b>BP</b> x7466 (0113 283 7466)  <b>CC</b> x4915 (0113 283 4915)  <b>HC</b> x8216 (01423 878 8216)	Document Delivery Teams	See 'Borrowing'	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/_/ill">http://www.leedsmet.ac.uk:8082/lco/php/support.php/_/ill</a>	Interlibrary loans are borrowed and returned at the Counter  The maximum number of loans is:  Staff - 100 per year, 20 at any one time  Postgraduate - 50 per year, 10 at any one time  Final year undergraduates - 20 per year, 5 at any one time  Progress can be checked on the DIY option of the Library Catalogue  Photocopied articles can be kept by the borrower. Books are normally issued for 3 weeks. It is sometimes possible to renew them. Please ask at the Counter.  Fines are charged at 25p per day. If the item is very late, the British Library will send an invoice for the full replacement cost. They currently impose a minimum charge of £108.75 for invoiced items including a non-refundable administration charge of £58.75.	The service is available to staff, postgraduates and final year undergraduates.  Undergraduates who are not in their final year, but who are preparing work for their dissertation may also use the service.  Items will not be ordered if they are in stock at LEEDS MET. The catalogue and electronic journals listings should be checked before submitting a request.  Single page articles will not be ordered.  There is a charge of £1.00 for each satisfied request.  Members of LEEDS MET can visit the British Library Document Supply Centre themselves if they wish to.
<b>IT Consultancy and Advice</b>	Provide advice and consultancy on a wide range of IT related matters.	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30		Computing Services will seek to advise on all areas of IT and related development	Through in-house expertise and, where appropriate, through third parties, Computing Services will seek to provide high quality advice and consultancy in all areas of IT and related developments.
<b>IT Labs</b>	Teaching labs with networked PCs can be booked by academic staff for teaching purposes	Beckett Park Learning Centre: 2 <sup>nd</sup> floor  City Campus Learning Centre: Ground, 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> floors  Harrogate College Learning Centre	<b>BP</b> x7465 Email: *LISLab Bookings BP (0113 283 7465)  <b>CC</b> x5968 Email: *LIS LSS Lab Bookings CC (0113 283 5968)  <b>HC</b> x8213 (01423 878 8282)	IT Support Assistant	Labs are available during Learning Centre opening hours  Bookings can be emailed at any time and will be made in order of receipt between 08.30 and 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/_/it_facilities">http://www.leedsmet.ac.uk:8082/lco/php/support.php/_/it_facilities</a>	Bookings should be made by email following the lab booking policy  Some software is available only in certain labs  Staff are encouraged to allow students to use vacant PCs during classes.	The University IT Consultative Group agrees on the software that will be made available.
<b>Key Skills Support</b>  <i>See also Skills for Learning IT Skills</i>	The Key Skills Initiative is a University funded development to support the development of students' key skills, with particular emphasis on literacy, numeracy and IT.	<b>CC</b> C507	<b>CC</b> x 5487 0113 283 5487	Skills for Learning Consultant, Skills for Learning Team, Learning Advisers – Key Skills	<i>Team members are available 8.30 – 17.00 Monday to Friday for advice</i>	Not available to date	Deliverables of the initiative will include: <ul style="list-style-type: none"> <li>• programme of drop-in key skills session on literacy, numeracy and IT</li> <li>• advice for academic staff on the development of students' key skills (literacy, numeracy and IT)</li> <li>• support materials for the development of students' IT skills</li> <li>• the Key Skills Advisory Group (KSAG) is the steering group for the initiative, which is scheduled to run until Autumn 2004 in the first instance.</li> </ul>	

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Language Learning Support</b>	Support for the operation of language laboratories and self access facilities: <ul style="list-style-type: none"> <li>• audio cassette,</li> <li>• video</li> <li>• satellite broadcast</li> <li>• PC based materials.</li> </ul> <p>Advice on a range of language specific learning resources.</p>	<b>BP JGG34</b>	<b>BP</b> x1779 (0113 283 1779)	Language Learning Officer	<i>Term Time</i> 08.30-17.00 Mon – Tues  13.15-21.00 Wed – Thurs  08.30-16.30 Fri  <i>Vacation Periods</i> 08.30-17.00 Mon Thurs  08.30-16.30 Fri		Learning materials within the open access centre are not for use outside the learning centre and cannot be issued to individuals.  Most materials within the open access centre are subject to copyright and are unable to be copied. There are a few courses made by the University which can be copied for the individual on request. Information on these courses is available from the Language Support Officer.	<ul style="list-style-type: none"> <li>• Equipment demonstrations are given to staff and students on request.</li> <li>• Students are helped in the choosing of materials from the open access centre and the type of resources which would help their individual learning requirements.</li> </ul> <p>It is advisable to make an appointment, especially if part-time to discuss the resources available or to ask for help in assessing the level of learning required.</p>
<b>Learning Centres</b>  <i>See Also Borrowing Information, Help and Advice - Multimedia and Audio Visual Playback Facilities - Other Libraries</i>	The Learning Centres at Beckett Park, City Campus and Harrogate College offer: <ul style="list-style-type: none"> <li>• Library resources (print and electronic)</li> <li>• Special collections</li> <li>• Networked PCs</li> <li>• Teaching labs</li> <li>• Photocopiers</li> <li>• Specialised learning facilities for disabled students</li> <li>• Group study rooms</li> <li>• Quiet study space</li> <li>• Information and advice</li> <li>• A/V and multimedia equipment (see Audio Visual Loans)</li> <li>• Skills for Learning</li> <li>• Video editing facilities</li> <li>• Presentation studio</li> </ul>	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Beckett Park Learning Centre Manager  City Campus Learning Centre Manager  Harrogate College Learning Centre Manager	Beckett Park & City Campus Learning Centres:  Term time: 8.30-23.00 Mon-Thur 8.30-19.00 Fri 10.00-16.00 Sat 10.00-18.00 Sun  Xmas & Easter Vacations: 08.30-21.00 Mon-Thur 08.30-17.00 Fri 10.00-16.00 Sat  Summer Vacation: 8.30-21.00 Mon-Thur 9.00-17.00 Fri 10.00-16.00 Sat (not August)  Harrogate College Learning Centre:  Term Time: 9.00-20.00 Mon-Thur 9.00-16.30 Fri 10.00-14.00 Sat  Vacation: Please check with Learning Centre staff for latest information	<a href="http://www.leedsmet.ac.uk/lis/ss/">http://www.leedsmet.ac.uk/lis/ss/</a>	At peak times the Learning Centres at City Campus and Beckett Park are open continuously from 8.30 am on Monday until 7.00 pm on Friday. Details of when overnight opening is available can be found on Learning Centre Online.  Audio Visual Loans Counter and Faculty facilities have different opening hours (see Audio Visual Loans, Multimedia labs, Video editing facilities, Video and Audio Production).  We review Learning Centre opening hours on a regular basis to meet changing user needs.  Special collections include the Slide Library, West Yorkshire Society of Architects Collection, European Documentation Centre (City Campus, see separate entry), School Practice Collection (Beckett Park). These are available to all users.  Some Faculty collections and facilities are also in the Learning Centre. These include the Legal Practice Collection, IES Labs, and Health & Environment Labs. These are only available to staff and students of these Faculties and are managed separately.	
	<b>Faculty/Course Committee Membership</b>  Learning Advisers are members of course/scheme teams and, as such, are members of course/scheme committee meetings or Advisory Boards  Senior Learning Advisers are members of Faculty Committees, including the Faculty Academic Quality and Standards Committee	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/3387 (0113 283 3287/3387)  <b>HC</b> x8282 (01423 878 8282)	Learning Advisers & Senior Learning Advisers	08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk/lis/ss/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/ss/help/learning_advisers/index.htm</a>		Learning Advisers take part in course committee/annual review meetings.  Senior Learning Advisers are members of Faculty Academic Quality & Standards Committees and other faculty committees as appropriate.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Learning Centre Online</b>	<p>Learning Centre Online offers</p> <ul style="list-style-type: none"> <li>• Access (and passwords) to e-journals and other subscription services, which are available to all members of LEEDS MET.</li> <li>• Direct access to the Library Catalogue</li> <li>• A 'Help &amp; Contacts' section</li> <li>• Information on schemes for visiting other libraries</li> <li>• Advice and support on services for staff, students and visitors</li> <li>• Subject guides to online and print resources</li> <li>• A 'Skills development' section</li> <li>• A 'What's New?' section listing new features and services that are available through Learning Centre Online and the physical Learning Centres.</li> </ul>	Online Service	<p><b>BP</b> x7467 (0113 283 7467)</p> <p><b>CC</b> x5968 (0113 283 7467)</p> <p><b>HC</b> x8213 (01423 878 8213)</p>	Information Desk Staff	Online Service	<a href="http://www.leedsmet.ac.uk/lis/lis/">http://www.leedsmet.ac.uk/lis/lis/</a>		<p>Learning Centre Online is reviewed and updated on a regular basis.</p> <p>Learning Centre Online is available via the web for 24 hours a day (excluding essential maintenance periods and subject to the availability of the Computer Network).</p> <p>We will make all new electronic information sources available to users within 1 working week of the subscription being activated.</p>
<b>Learning Materials Production</b>	<ul style="list-style-type: none"> <li>• Posters (up to A0)</li> <li>• Powerpoint™ slides</li> <li>• OHP transparency design/production</li> <li>• 35mm slides</li> <li>• Online presentation design</li> <li>• Distance learning packs</li> <li>• Document design/formatting</li> <li>• Collation</li> <li>• Packaging</li> <li>• Finishing</li> <li>• Large print format</li> <li>• Different contrast background</li> </ul>	CC H211	CC x3391 (0113 283 3391)		09:30-16:30 Mon-Thurs 09:30-16:00 Fri		<p>Work includes the imaginative use of conventional media (audio and video tapes, course materials etc.) designed and packaged for use in distant/dispersed learning.</p> <p>It is important that staff have a clear understanding of the pedagogical principles underpinning the educational design of the materials. Staff should contact the Learning Systems Consultant on 3288 if they need advice in this area.</p> <p>Work will only be undertaken after an order or a charge code (for items under £100) has been provided.</p>	<ul style="list-style-type: none"> <li>• Due to the varied nature of work, project request forms are used to record agreed timings and all other aspects of the job. Quotations are provided and a schedule for the completion of the work is negotiated and agreed with the Graphics Studio Supervisor who will also coordinate all aspects of the job involving other departments within the division.</li> <li>• Staff may be required to speak directly to staff providing the specialists function such as the video team or the consultant for educational design</li> <li>• Prior notice will be given if any variance is anticipated.</li> <li>• There is no charge for staff time for work intended for learning/teaching materials.</li> </ul>
<b>Lecture Theatre Support – Audio Visual/IT</b>	<p>The lecture theatres are equipped with:</p> <ul style="list-style-type: none"> <li>• whiteboards,</li> <li>• OHP,</li> <li>• sound reinforcement,</li> <li>• video playback,</li> <li>• data projection with network access</li> <li>• 35mm slide projection (on request)</li> </ul> <p>• All theatres have facilities for the hearing impaired via induction loops.</p>	<p>CC B Block</p> <p>BP James Graham Building</p> <p>BT B Block</p> <p>HC B Block</p>	<p>CC x3449 Avloans- CS@leedsmet.ac.uk (0113 283 3449)</p> <p>BP x1778 (0113 283 1778)</p> <p>BT x4000 Avloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)</p> <p>HC x8279 (01423 878 8279) Avloans- HG@leedsmet.ac.uk</p>	<p>CC/BT Audio Visual Loans Counter Staff</p> <p>BP Learning Support Officer (lecture theatres)</p> <p>HC Learning Support Officer</p>	<p>CC and BP</p> <p>08.30-17.30 Mon-Thurs 08.30-17.00 Fri</p> <p>BT and HC</p> <p>08.30-17.00 Mon-Thurs 08.30-16.30 Fri (term-time only)</p>		<p>Harrogate College lecture theatre has not yet been fully equipped. The theatre will be upgraded when funds become available. All equipment will need to be booked in advance through the Learning Support Officer.</p>	<ul style="list-style-type: none"> <li>• To ensure that the correct equipment is available, lecture theatre equipment must be booked through LTS in advance.</li> <li>• Each theatre has a telephone for dialling support staff in case of problems experienced during normal opening hours</li> </ul>

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
	<p><u>Fault reporting for AV/IT services</u></p> <ul style="list-style-type: none"> <li>• Loan equipment</li> <li>• Classroom equipment</li> <li>• Lecture theatre equipment see site contact details adjacent</li> <li>• First line maintenance/fault reporting of computing equipment in lecture theatres</li> </ul>	<p>City Campus Learning Centre</p> <p>Beckett Park Learning Centre</p> <p>Brunswick Terrace Counter BT BG14</p> <p>Harrogate College A206</p>	<p><b>CC</b> x3449 Avloans- CS@leedsmet.ac.uk (0113 283 3449)</p> <p><b>BP</b> x7471 Avloans- BP@leedsmet.ac.uk (0113 283 7471)</p> <p><b>BT</b> x4000 Avloans- CS@leedsmet.ac.uk (0113 283 2600 ext 4000)</p> <p><b>HC</b> x8279 (01423 878 8279) Avloans- HG@leedsmet.ac.uk</p>	<p><b>CC/BT/BP</b> Audio Visual Services Loans Counter Staff.</p> <p><b>HC</b> Learning Support Officer</p>	<p><b>CC and BP</b> <b>Full AV Loans service</b> <b>Term time:</b> 8.30-20.00 Mon-Thurs 8.30-17.00 Fri <b>Vacation:</b> 9.00-16.45 Mon-Thurs 9.00-16.15 Fri <b>Pre-booked equipment and returns</b> See Learning Centre advertised opening hours <b>BT and HC term-time only</b> 08.30-17.00 Mon-Thurs 08.30-16.30 Fri</p>		<p>Phone help is available for user/operator advice</p> <p>Faulty equipment is usually replaced quickly with a replacement and then repaired in our workshops.</p> <p>Equipment purchased via the AV purchasing service will also be repaired: costs are only for any parts required used during the repair.</p>	
<b>Lecture Theatre Support – IT Based</b>	<b>Second line support</b> and development of computing facilities in lecture theatres.	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30		<b>For first line maintenance</b> contact Audio Visual Loans.	
<b>Leeds Met Online</b>	<p>Leeds Met Online is the staff and student portal for the university, it gives authenticated access to</p> <ul style="list-style-type: none"> <li>• A range of communication services: email, groups, targeted announcements</li> <li>• Access to course-related material: WebCT, course handbooks, reading lists, Skills for Learning</li> <li>• Access to information on services on campus: sport, careers, student services</li> <li>• Information on cultural facilities in Leeds</li> </ul>	Online Service	<p><b>BP</b> x7467 (0113 283 7467)</p> <p><b>CC</b> x5968 (0113 283 7467)</p> <p><b>HC</b> x8213 (01423 878 8213)</p>	Information Desk Staff	Online Service	<a href="http://www.leedsmet.ac.uk/students">www.leedsmet.ac.uk/students</a>	<p>Leeds Met Online is reviewed and updated on a regular basis.</p> <p>Leeds Met Online is available via the web for 24 hours a day (excluding essential maintenance periods and subject to the availability of the Computer Network).</p> <p>We will make all new announcement available to users within 2 working days of the announcement form at <a href="http://www.leedsmet.ac.uk/lis/lss/students_online/announcement_request.htm">http://www.leedsmet.ac.uk/lis/lss/students_online/announcement_request.htm</a> being submitted</p>	
<p><b>Loan Periods – Learning Centres</b></p> <p>See Also - Audio Visual Loans - Borrowing</p>	The length of time for which items can be borrowed from the Learning Centres	<p>Beckett Park Learning Centre Counter Services</p> <p>City Campus Learning Centre Counter Services</p> <p>Harrogate College Learning Centre Counter Services</p>	<p><b>BP</b> x3164 (0113 283 3164)</p> <p><b>CC</b> x3106 (0113 283 3106)</p> <p><b>HC</b> x8216 (01423 878 8216)</p>	Counter Services Staff	See 'Borrowing'	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew">http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew</a>	<p>Loan periods are as follows:</p> <ul style="list-style-type: none"> <li>• Students and Guest Users – Standard loan 2 weeks</li> <li>• Staff &amp; Researchers – Standard loan 8 weeks</li> <li>• 1 week loans and all A/V material (videos, tapes, CD-ROMs, DVDs) 1 week</li> <li>• Short Loans 4 or 24 hours</li> <li>• Part-time student loans (see below) 1 week</li> </ul>	The date an item is due back is stamped on the date label in the front cover of a book or inside a video.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Maintenance and Support</b>  <i>See Also</i> - Audio Visual Loans (Fault Reporting) - Classroom Support - Computing Infrastructure Support - Helpdesk - Information, Help and Advice - Lecture Theatre Support - Student IT facilities (Technical Support) - Web Services Technical Development and Support								
<b>Materials Production</b>  <i>See</i> - Learning Materials Production								
<b>Mobile Phones</b>  <i>See</i> - Telephony (Mobile)								
<b>Multi-Function Card System – Development and Support</b>  <i>See</i> - Identity Cards								
<b>Multimedia and AudioVisual Playback Facilities (in Learning Centres)</b>	Multimedia and AudioVisual playback facilities are available in the Learning Centres	Beckett Park Learning Centre Information and IT Desks  City Campus Learning Centre Information Desk  Harrogate College Learning Centre Information Desk	<b>BP</b> x7467/ 7465 (0113 283 7467/7465)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information/IT Help Desk Staff	Available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.multimedia">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.multimedia</a>	Most open-access PCs have CD-ROM drives and headphones.  Learning Centres contain facilities for staff and students to replay the following media and resources: <ul style="list-style-type: none"> <li>• Audio cassette playback</li> <li>• Audio CD playback</li> <li>• VHS tape playback</li> <li>• Multi-region DVD playback</li> </ul> Web based streaming video and audio files using windows media player are available at all PC stations and labs in Learning Centres.  Audio content is accessed via headphones supplied at each playback station.	
<b>Multimedia Lab</b>	Self-access student lab containing PC based equipment for creation of multimedia projects.  Output to CD-R or CE-RW drives within the workstation PCs.	City Campus Learning Centre LS217	<b>CC</b> x5407 (0113 283 5407)	Contact Self Access	As CS Learning Centre  Supported hours: Monday to Friday 1000-1400		The lab is primarily for graphic design students who have been taught software skills in the specialist suites on 4 <sup>th</sup> floor of the CC Learning Centre. Support for users is available for 4 hours per day during term time only	8 PC stations equipped with large screen monitors and CD-RW drives allowing output to be taken away.  Multimedia and graphic design software.
<b>Networking – Temporary</b>	Short-term data and voice network installation.	C605	<b>CC</b> x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			Support for enrollment and other university events with a duration of less than 1 month.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Off-Air Recording</b>  <i>See Also - Recording Services</i>	<ul style="list-style-type: none"> <li>Continuous recording of 5 terrestrial television channels.</li> <li>Foreign evening televised News (French/German/Italian/Spanish) delivered to Learning Centre daily</li> <li>Radio broadcasts and satellite broadcasts from a limited number of channels on request</li> </ul>	BP JGG14	<b>BP</b> x3509 (0113 283 3509) Off-air Recordings@leedsmet.ac.uk	Learning Support Officer (off-air service)	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/its/av/offair.htm">http://www.leedsmet.ac.uk/lis/its/av/offair.htm</a>	You may either supply a tape with the request, or we will copy you programme onto a tape and small charge will be made.  LEEDS MET is licensed to record programmes off-air by the Educational Recording Agency for educational purposes.  We can also record radio broadcasts and satellite broadcasts from a limited number of channels.	<ul style="list-style-type: none"> <li>Off –air requests can be made via telephone, e-mail <a href="mailto:off-air.recordings@leedsmet.ac.uk">off-air.recordings@leedsmet.ac.uk</a> or in person at the AV loans counters and must be made within 4 weeks of the programme being aired on TV.</li> <li>We require the following information: date, channel, title of the programme and start and end times. Foreign programme requests must be made with the British times given.</li> <li>We aim to complete your request within 3 days of receipt as long as a charge code is supplied in advance.</li> <li>Radio programmes and popular foreign language programmes are not recorded continuously and must be requested prior to broadcasting.</li> <li>Nightly news in Italian, Spanish, German and French are recorded and tapes lodged in the Learning Centre for viewing the next day.</li> </ul>
<b>Offsite: the Off-Campus Learning Support Service</b>	Offsite provides a tailored package of services for students who are rarely, if ever, required to attend campus  Services offered include: <ul style="list-style-type: none"> <li>Postal loans</li> <li>Journal article supply</li> <li>Finding information</li> <li>Using Learning Centre Online</li> <li>Passwords and PINs</li> <li>Help with electronic services</li> <li>Advice on using other libraries</li> </ul>	City Campus Learning Centre Room 208	<b>CC</b> x6779 (0113 283 6779)  Email: ic@leedsmet.ac.uk	Information Centre Staff	The Offsite team can be emailed at any time. The team is available between 08.30 and 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/off-campus/">http://www.leedsmet.ac.uk:8082/lco/php/support.php/off-campus/</a>	Items can be borrowed for an extended loan period of 4 weeks, but students are limited to 5 books at a time. If they are able to visit the Learning Centres regularly they may prefer not to register with Offsite and retain their full loan entitlement.  Short loan and reference items cannot be posted to users.  Generally, all requests for available books can be posted out within three working days.  Books can only be posted to an address in the UK and EU.  Books will be sent out by recorded delivery, so a signature is required upon receipt.  All photocopy requests are subject to copyright law and all photocopies requested must be accompanied by a fully completed and signed declaration form	Students are only eligible to use the Offsite service if: <ul style="list-style-type: none"> <li>their course requires attendance on campus three times a semester or less. Courses must also be longer than one academic term.</li> <li>they are a student on an eligible distance learning course (list available from Offsite or webpage)</li> <li>they are registered for a research award with the Centre for Research and Graduate Studies (CRaGS) and live outside the Leeds postcode area</li> </ul> There is no charge for the postal loans service at present, but users are responsible for the cost of returning books to Offsite, and for the replacement costs of any books not returned. It is therefore recommended that students return any items using recorded delivery.
<b>Online Learning Centre</b>  <i>See - Learning Centre Online</i>								
<b>On-Line Course Provision</b>	Resource material as alternative to taught courses in: <ul style="list-style-type: none"> <li>Windows XP</li> <li>Web Page Design</li> <li>The full range of Netskills materials is also available</li> </ul>		<b>CC</b> x3064 (0113 283 3064)		N/A	<a href="http://www.leedsmet.ac.uk/local/staffing/itskills.htm">http://www.leedsmet.ac.uk/local/staffing/itskills.htm</a>	Where demand for courses is high access to downloadable course materials will also be made available through the Intranet	<ul style="list-style-type: none"> <li>Arrangement will be made for the delivery of existing courses to groups of staff on request.</li> <li>Support for accreditation through the European Computer Driving Licence (ECDL) is available on line.</li> </ul>
<b>Other Libraries</b>  <i>See - Information, Help and Advice</i>	LEEDS MET has made arrangements for staff and students to visit and borrow from other academic libraries throughout the country	Beckett Park Learning Centre Information Desk  City Campus Learning Centre Information Desk  Harrogate College Learning Centre Information Desk	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information Desk Staff	See 'Information, Help & Advice'	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/other_libs">http://www.leedsmet.ac.uk:8082/lco/php/support.php/other_libs</a>	Visits to libraries are available through a number of schemes depending on whether you are part or full time and whether you are staff, student or researcher. Please ask at the Information Desk for further details.  LSS runs a subsidised minibus service to Boston Spa one day a week.	LEEDS MET staff and students should seek advice on arrangements made with other libraries from the Learning Centre before their first visit as most require a ticket or letter from the home library.  There is a small charge for the minibus service and seats must be booked in advance at the Information Desk. Reading Room request forms should be sent to the British Library Document Supply Centre seven working days in advance.

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Pagers</b>								
See - Telephony (Pagers)								
<b>PCs for Individual Study</b>	Networked PCs are located in the Learning Centres for individual study and research	Open access PCs are available at:  Beckett Park Learning Centre Ground, 1 <sup>st</sup> & 2 <sup>nd</sup> floor  City Campus Learning Centre: Ground, 1 <sup>st</sup> , 2 <sup>nd</sup> and 3 <sup>rd</sup> floors  Harrogate College Learning Centre IT area	<b>BP</b> x7467 (0113 283 7467)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	Information/IT Help Desk Staff	Available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/it_facilities">http://www.leedsmet.ac.uk:8082/lco/php/support.php/it_facilities</a>	A wide range of standard software is available, including: <ul style="list-style-type: none"><li>Microsoft Office</li><li>Internet Explorer</li><li>Microsoft Project and Publisher</li><li>IPlanet email</li></ul> Most networked PCs have CD-ROM drives and headphones.  Some specialist software is only available on certain PCs.  PCs are checked for faults daily.  PCs are maintained by Computing Services.	The use of PCs is subject to compliance with University guidelines  The University IT Consultative Group agrees on the software that will be made available.
<b>Photocopiers/ Printers/ Scanners (in Learning Centres)</b>	Self-service photocopiers and printer/photocopiers are located in the Learning Centres  Scanners are also available in each Learning Centre  Colour and acetate copying facilities are also available at Beckett Park & City Campus	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>BP</b> x7467 (0113 283 7467/7465)  <b>CC</b> x5968 (0113 283 5968)  <b>HC</b> x8213 (01423 878 8213)	IT Help Desk /Counter Staff  Information Desk staff  Information Desk staff	Available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk/lis/lis/">http://www.leedsmet.ac.uk/lis/lis/</a>	Cards are available:  200 units for £2.00  600 units for £5.00  Technical support is provided by Learning Technology Services.	A copy card is required for these services (except for scanning).  Printer/Photocopiers will only accept cards purchased from machines in the Learning Centres.  Copying and scanning should be carried out subject to copyright guidelines.
<b>Photography</b>	<ul style="list-style-type: none"><li>Portraits</li><li>Location</li><li>Slides</li><li>Mono/colour print/processing</li><li>Digital photography</li><li>Image manipulation</li></ul>	CC H219	<b>CC</b> x3389 (0113 283 3389)		09:30-16:30 Mon-Thurs 09:30-16:00 Fri	<a href="http://www.leedsmet.ac.uk/lis/lis/photography/services.htm">http://www.leedsmet.ac.uk/lis/lis/photography/services.htm</a>	The LEEDS MET photographer provides both conventional and digital creative photography for events and promotions, but a large percentage of work is in support of learning/ teaching including presentation slides and documenting projects and student work etc.  As most jobs are relatively low in cost, most photographic projects are charged back using departmental codes. These are required before the work is undertaken and all projects will be charged back on a monthly basis.	<ul style="list-style-type: none"><li>Due to the varied nature of work, project request forms are used to record agreed timings and all other aspects of the job. Quotations are provided and a schedule for the completion of the work is negotiated and agreed with the Photographer.</li><li>Prior notice will be given to the if any variance is anticipated.</li><li>Time slots of up to 2 hours are available to cover studio and location work. Work of a longer duration will need to be scheduled and agreed by the Graphics Studio Supervisor.</li><li>Location work requires at least two day's notice.</li><li>You will be issued with a project number which is required to identify negatives etc and should be used when ordering re-prints and on all correspondence.</li></ul>
<b>Portable Appliance Testing</b>	PAT service to electrical appliances in the University on request	CC H211	<b>CC</b> x5965 (0113 283 5965)	Technology Services Manager	08.30-17.00 Mon-Thurs 08.30-16.30 Fri		PAT testing will be scheduled to fit in with the workload of LTS staff.  Frequency of testing items will be determined by LTS staff according to their own guidelines.  Any inconvenience to staff whilst PAT testing is carried out will be kept to a minimum.	All portable electrical equipment needs to be tested on a regular basis. <ul style="list-style-type: none"><li>The majority of PAT testing will be done during University vacations.</li><li>Faculties will be asked to provide details of rooms/areas requiring testing and budget codes for charging purposes.</li><li>All tests on equipment owned by faculties or their staff will incur a small charge per item.</li></ul>

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Print and Media Purchasing</b>	<ul style="list-style-type: none"> <li>• Quotations service</li> <li>• Production management</li> <li>• Liaison/negotiation with suppliers</li> <li>• Checking of proofs</li> <li>• Print on-demand – short run colour service</li> </ul>	CC H211	<b>CC</b> x3388 (0113 283 2600 x3388)	Print and Media Purchaser	09:30-16:30 Mon-Thurs  09:30-16:00 Fri		<p>Although 'print' accounts for a large proportion of work, 'new media' and bespoke packaging are increasingly required. You also use this service to order LEEDS MET stationery.</p> <p>Work will only be undertaken after an order or a charge code (for items under £100) has been provided.</p>	<ul style="list-style-type: none"> <li>• Media buying forms the final part of a one stop design-to-print service for all learning/teaching and promotional materials.</li> <li>• Due to the varied nature of work, project request forms are used to record agreed timings and all other aspects of the job.</li> <li>• Quotations are provided and a schedule for the completion of the work is negotiated and agreed with either the Media Purchaser.</li> <li>• You will be issued with a project number that should be used in all correspondence. Prior notice will be given to the customer if any variance is anticipated.</li> </ul>
<b>Printing – Central (Corporate)</b>	Central printing from corporate networked systems such as finance and study information systems	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30		CS and LTS are developing the consolidation of printing facilities both in the user environment and through print room services.	<ul style="list-style-type: none"> <li>• Identification of appropriate printing method and equipment</li> <li>• Installation of equipment and connection of user</li> </ul>
<i>See Also -Reprographics</i>								
<b>Printing - Local</b>	Provision of printing facilities connected to individual users' equipment	C210	<b>CC</b> x3427 (0113 283 3427) *LIS/CS Staff Help Desk	Computing Services Staff Help Desk	08.30 - 17.30		CS and LTS are developing the consolidation of printing facilities both in the user environment and through print room services.	<ul style="list-style-type: none"> <li>• Software and equipment provided in conjunction with central reprographics</li> <li>• Identification of appropriate printing method and equipment</li> <li>• Installation of equipment and connection of user</li> </ul>
<b>Production</b>								
<i>See - Graphics - Media Production - Video and Audio Production</i>								
<b>Publications &amp; Guides</b>	A range of guides to Learning Centre Services and facilities is available	<p>Beckett Park Learning Centre Information Points</p> <p>City Campus Learning Centre</p> <p>Harrogate College Learning Centre</p>	<p><b>BP</b> x3500/3501 (0113 283 3500/3501)</p> <p><b>CC</b> x3287/3387 (0113 283 3287/3387)</p> <p><b>HC</b> x8282 (01423 878 8282)</p>	<p>Subject Guides – Learning Advisers</p> <p>All other guides - Senior Information Officer (Documentation)</p>	Available during Learning Centre opening hours or on Learning Centre Online	<a href="http://www.leedsmet.ac.uk:8082/lco/php/publications.php/">http://www.leedsmet.ac.uk:8082/lco/php/publications.php/</a>	<p>Guides are available on:</p> <ul style="list-style-type: none"> <li>• Learning Centre services and facilities</li> <li>• How to carry out a literature search</li> <li>• Information resources for each subject</li> <li>• How to use the IT facilities</li> <li>• Referencing</li> </ul> <p>Staff requiring class sets of guides should send a request to the Senior Information Officer (Documentation) with the following information:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Faculty &amp; School</li> <li>• Code number of the document</li> <li>• Budget code to which we can recharge the repro costs</li> <li>• Number of copies required</li> <li>• Delivery address</li> </ul>	Staff requiring class sets of guides should have them printed through Reprographic Services.
<b>Publicity</b>								
<i>See - Course Publicity</i>								
<b>Purchasing</b>								
<i>See - Audio Visual - Computer Equipment Purchasing - Computer Software Purchasing - Telephony Procurement</i>								

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Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Reading Lists/ Recommendations for Stock</b>	Books, journals and other resources, both in print and electronic, that are recommended to students are made available  The University Bookshop stocks items on reading lists and a wide variety of other material	Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre  Beckett Park Bookshop  City Campus Bookshop	<b>BP</b> x3500/3501 (0113 283 3500/3501)  <b>CC</b> x3287/ 3387 (0113 283 3287/3387)  <b>HC</b> x8282 (01423 878 8282)  <b>BP</b> 0113 283 7469 Fax: 0113 2837470  <b>CC</b> 0113 2833065 Fax 0113 2836778  Email: leeds.met@johnsmith.co.uk	Learning Advisers	08.30 – 17.00 Monday to Friday	<a href="http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm">http://www.leedsmet.ac.uk/lis/lis/help/learning_advisers/index.htm</a>  <a href="http://serapis.leedsmet.ac.uk/uh/bin/webcat">http://serapis.leedsmet.ac.uk/uh/bin/webcat</a>  <a href="http://www.sentientdiscover.co.uk">www.sentientdiscover.co.uk</a>	Information sent to the Learning Adviser should include: <ul style="list-style-type: none"><li>• Author</li><li>• Title</li><li>• Date and place of publication</li><li>• Price</li><li>• ISBN</li><li>• Number of students</li></ul> Reading lists can be viewed via the Sentient Discover service at <a href="http://www.sentientdiscover.co.uk">www.sentientdiscover.co.uk</a> There is a link button on the Learning Centre catalogue and the Learning Centre Online A-Z list  Learning Advisers can give advice on linking to reading lists from WebCT modules.  Material for individual research interests cannot always be purchased for the Learning Centres unless it will be of use to a number of users, but may usually be obtained through the Interlibrary Loan service.  Reading lists should also be sent to the University Bookshop, which offers a discount to staff wishing to purchase materials through their Faculty.	Members of staff should liaise with their Learning Adviser to ensure that the books and other resources they recommend are available in the Learning Centre.  All reading lists should be sent to the Learning Adviser.  12 weeks should be allowed to order British materials, longer for items ordered from abroad.  Students wishing to recommend additions to stock should liaise with their module tutors who should pass the request to the Learning Adviser if approved.
<b>Recording Services</b>	Tailored packages for video or audio based teaching materials: <ul style="list-style-type: none"><li>• Recording of lectures and demonstrations,</li><li>• Student presentations,</li><li>• Role-plays and performance analysis</li><li>• Professional interviews</li><li>• Powerpoint to video conversions.</li></ul>	<b>CC</b> H211  <b>CC</b> LS113	<b>CC</b> x5965 (0113 283 5965)  <b>CC</b> x3497 (0113 283 3497)	Technology Services Manager  Writer/Producer	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lis/av/recording.htm">http://www.leedsmet.ac.uk/lis/lis/av/recording.htm</a>	We will only charge for the tapes that we use, and for any staff overtime or transport costs.  For promotional materials and where the video is a part of an income generating activity then a proportion of staff time and equipment usage is recharged.  Copies can be provided on VHS and audio cassette as well as streamed for viewing from the university website or from WebCT	<ul style="list-style-type: none"><li>• The recording of lectures, student presentations and role-plays to support teaching and learning at LEEDS MET are freely available.</li><li>• Bookings for lecture recordings, role plays and presentation recordings should be made at least one week in advance.</li><li>• We may need to visit the recording location to assess technical requirements.</li><li>• In the case of lectures, we need to know if questions from the audience are to be recorded.</li><li>• For lecture recording we will need to know in advance the following : scope of the recording, number of presenters or speakers, type of presentation materials planned to support the lecture and if any questions and answer sessions are to be included.</li><li>• Permission to record is often required for recording external lecturers in advance of the recording taking place. Copyright may exist in any materials shown and in any video or musical replayed during the lecture which may not be able to be re-recorded without permission being sought prior to the lecture taking place.</li></ul>
<b>RedDot</b>  <i>See also - Web/Multimedia</i>	Support for the RedDot content management system used to administer faculty/school and support services web pages.	<b>CC</b> H211	<b>CC</b> x5896		09.30 – 16.30 Mon-Fri	<a href="http://www.leedsmet.ac.uk/local/web/">http://www.leedsmet.ac.uk/local/web/</a>	<ul style="list-style-type: none"><li>• Development and implementation of RedDot as the Leeds Met web publishing platform.</li><li>• Training is provided to allow users of the system to update their web site.</li><li>• The RedDot User Group meets regularly.</li></ul>	

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<b>Renewals</b>  <i>See also - Borrowing</i>	Books and other items can be renewed subject to certain conditions <ul style="list-style-type: none"> <li>In person at the Learning Centre Counters</li> <li>By telephone</li> <li>Online by using the DIY option on the Library Catalogue</li> </ul>	Beckett Park Learning Centre Counter Services  City Campus Learning Centre Counter Services  Harrogate College Learning Centre Counter Services	<b>BP</b> x3164 (01423 878 3164)  <b>CC</b> x3106 (01423 878 3106)  <b>HC</b> x8216 (01423 878 8216)	Counter Services Staff	See 'Borrowing'  DIY Renewals can be made via the catalogue at any hour	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.borrow_return_renew">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.borrow_return_renew</a>	An automated telephone renewal system is planned.	Books and other items cannot be renewed if someone else has reserved them, or if there is a fine outstanding of £1.00 or more.
<b>Reprographics – Central</b>	Monochrome and colour copying and printing on: <ul style="list-style-type: none"> <li>White paper/card</li> <li>Coloured paper/card</li> <li>Acetate</li> <li>Booklet making (A5/A4)</li> <li>Thermal binding</li> <li>Comb binding</li> <li>Folding/leaflet making</li> <li>'Stationery Cupboard' (LEEDS MET standard items, visitor guide etc.)</li> </ul>	CC AG01  BP JGG13  HC B084  Fast track: (all campus)  Copyright clearance	<b>CC</b> x3085 (0113 283 3085) Repro-CS@leedsmet.ac.uk  <b>BP</b> x3510 (0113 183 3510) Repro-BP@leedsmet.ac.uk  <b>HC</b> x5969 (01423 878 8235) Repro-HG@leedsmet.ac.uk  x5969  <b>CC</b> x7472 (0113 283 7472)	Repro Supervisor  Senior Repro Operator  Repro Supervisor  Media Production manager  Copyright Clearance Officer	<b>Vacation-time:</b> 08:30-16:30 Mon-Thurs 08:30-16:00 Fri <b>Term-time:</b> 08:30-17:00 Mon-Thurs 08:30-16:30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lis/repro/">http://www.leedsmet.ac.uk/lis/lis/repro/</a>  <a href="http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm">http://www.leedsmet.ac.uk/lis/lis/copyright/index.htm</a>	At peak periods, staff are required to minimise telephone enquiries on the status of their work, but may wish to use email.  At peak periods, LTS will make additional arrangements to ensure the continuity of the 3 day turn- around	<ul style="list-style-type: none"> <li>Multiple copies in monochrome and colour (including saddle-stitching, stapling and thermal binding) are produced within a three days turnaround time.</li> <li>Comb binding adds 7 working days to the normal turnaround due to the labour intensive nature of this task</li> <li>A fast-track facility for urgent, unforeseen work is available. Access to this service will require support from the line manager of the person requesting the fast-track service and the endorsement of the Media Production Manager.</li> <li>Good quality hard copies and correctly filled in repro slips (including charge codes) are required.</li> <li>Staff should pay particular attention to the copyright notice on the repro form and ensure that their work complies with university agreements.</li> </ul>
<b>Repro Online</b>	Monochrome and colour copying and printing on: <ul style="list-style-type: none"> <li>White paper/card</li> <li>Coloured paper/card</li> <li>Acetate</li> <li>Booklet making (A5/A4)</li> <li>Thermal binding</li> <li>Comb binding</li> <li>Folding/leaflet making</li> </ul>	From your desktop	<b>CC</b> x3085 (0113 283 3085) Repro-CS@leedsmet.ac.uk  <b>BP</b> x3510 (0113 183 3510) Repro-BP@leedsmet.ac.uk  <b>HC</b> x5969 (01423 878 8235) Repro-HG@leedsmet.ac.uk	Email to: LTS office Repro staff	<b>Vacation-time:</b> 08:30-16:30 Mon-Thurs 08:30-16:00 Fri <b>Term-time:</b> 08:30-17:00 Mon-Thurs 08:30-16:30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lis/repro/repro.htm">http://www.leedsmet.ac.uk/lis/lis/repro/repro.htm</a>	This gives users direct access to all repro facilities with no degradation in quality.	<ul style="list-style-type: none"> <li>The Repro Online Service gives direct access to central facilities (visit the website and click on ROS).</li> <li>Training and authorisation (for finance audit purpose) is required.</li> </ul>
<b>Returning Material to the Learning Centres</b>  <i>See also -Renewals</i>	Books and other items can be returned: <ul style="list-style-type: none"> <li>At the Counter in each Learning Centre</li> <li>In the book return bins when the Learning Centres are closed</li> </ul>	Beckett Park Learning Centre Counter Services  City Campus Learning Centre Counter Services  Harrogate College Learning Centre Counter Services	<b>BP</b> x3164 (01423 878 3164)  <b>CC</b> x3106 (01423 878 3106)  <b>HC</b> x8216 (01423 878 8216)	Counter Services Staff	See 'Borrowing'  Book return bins are located outside the entrance door of each Learning Centre and can be used to return items when the Learning Centres are closed	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/.borrow_return_renew">http://www.leedsmet.ac.uk:8082/lco/php/support.php/.borrow_return_renew</a>		
<b>Security</b>  <i>See - Data Protection - Information Security</i>								

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<b>Short Loan Collection</b>  <i>See Also -Borrowing</i>	Lecturers can place books, which are in heavy demand by students, in the Short Loan Collection in the Learning Centres	Beckett Park Learning Centre Counter Services  City Campus Learning Centre Counter Services  Harrogate College Learning Centre Counter Services	<b>BP</b> x3164 (01423 878 3164)  <b>CC</b> x3106 (01423 878 3106)  <b>HC</b> x8216 (01423 878 8216)	Short loans Teams	See 'Borrowing'	<a href="http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew">http://www.leedsmet.ac.uk:8082/lco/php/support.php/_borrow_return_renew</a>	The collection consists of: <ul style="list-style-type: none"> <li>• Items from stock in very heavy demand</li> <li>• Lecturers' own materials</li> <li>• Tutor files</li> </ul> Short Loan items can be borrowed for: <ul style="list-style-type: none"> <li>• 4 hours (set periods throughout the day)</li> <li>• Until 9.00 the following morning</li> </ul> The following information should be given to the Short Term Loan team:  Author/Title/Edition  Length of time item should remain in collection  All tutor files should be provided in a wallet file clearly labelled with the Lecturer's name, module title, (and number if more than one is submitted for the module)  A photocopier is available in the Short Term Loan area at Beckett Park and City Campus	Fines are charged for the late return of items from the Short Loan Collection. These are higher than for normal loans to ensure prompt return.  Short Loan items cannot be returned in the Book Return Bins, but must be brought to the Counter.
<b>Skills for Learning</b>  <i>See Also - Information Literacy Development</i>	Resources to help students learn and develop the skills which will help them complete their course at LEEDS MET and equip them for further study or employment  Resources are available online and in red filing cabinets at each site. Recommendations are made to other support materials	Online and:  Beckett Park Learning Centre  City Campus Learning Centre  Harrogate College Learning Centre	<b>CC</b> x5487 (0113 283 5487)  As above  As above  As above	Skills for Learning Consultant and Skills for Learning Team	The Skills for Learning Team are available between 08.30 – 17.00 Monday to Friday for advice.  The Skills for Learning system is available online at any time  The red filing cabinets are available during Learning Centre opening hours	<a href="http://www.leedsmet.ac.uk/lskills/">http://www.leedsmet.ac.uk/lskills/</a>	Themes covered are: <ul style="list-style-type: none"> <li>• Study skills</li> <li>• Information &amp; research</li> <li>• Using IT</li> <li>• Learning &amp; teaching</li> <li>• Group skills</li> <li>• Assessment</li> <li>• Personal development</li> <li>• Employability skills</li> </ul> Information is available online and supported by material available in red filing cabinets at each site.  When a theme or topic is explored, information from a variety of resources is presented: text on screen; references to books, journal articles, videos, other audio visual (AV) materials; software packages used in the Learning Centres; links to external Web pages; printed handouts; other documentation.	Input and feedback is encouraged from all members of academic staff.  The Skills for Learning Advisory Group consists of representatives from each faculty. It promotes the use of the system throughout the University, commissions new material and networks with associated groups within the UK and abroad.
<b>Staff Development and Training Courses</b>	<u>Course Provision</u>  Small group face to face training on: <ul style="list-style-type: none"> <li>• Office XP</li> <li>• Internet &amp; web page design</li> <li>• WebCT Technology to support teaching</li> </ul>	BP/CC/HG	<b>CC</b> x3064	Course Bookings: 3396 or Email: LTS Office	N/A	Details of current semester's programme from: <a href="http://www.leedsmet.ac.uk/local/staffing/ahead/">http://www.leedsmet.ac.uk/local/staffing/ahead/</a>	Customised sessions for particular groups are available by arrangement  A £40 charge may be imposed if adequate cancellation notice is not given.	<ul style="list-style-type: none"> <li>• The University's staff development programme run in support of both administrative &amp; teaching functions:</li> <li>• Updated to keep pace with the adoption of new / upgraded systems.</li> <li>• Courses support recognised accreditation paths where appropriate.</li> <li>• No charge is made for most courses.</li> </ul>

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Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
	<p>Course Publicity</p> <p>Looking Ahead:</p> <ul style="list-style-type: none"> <li>staff development programme booklet</li> <li>staff development programme website</li> </ul>		CC x3064		N/A	<a href="http://www.leedsmet.ac.uk/local/staffing/ahead/">http://www.leedsmet.ac.uk/local/staffing/ahead/</a>	<p>Information detailing central staff development delivered by:</p> <ul style="list-style-type: none"> <li>Academic Registry</li> <li>Human Resources</li> <li>Learning &amp; Information Services</li> <li>Secretary's Office</li> <li>Student Services</li> </ul>	<ul style="list-style-type: none"> <li>The booklet is compiled and distributed to staff twice a year for the beginning of each semester.</li> <li>A paper copy is distributed to all members of staff.</li> <li>An Intranet version is also maintained</li> </ul>
	Learning Advisers provide staff development and training opportunities for academic staff	<p>Beckett Park Learning Centre</p> <p>City Campus Learning Centre</p> <p>Harrogate College Learning Centre</p>	<p>BP x3500/3501 (0113 283 3500/3501)</p> <p>CC x3287/ 3387 (0113 283 3287/3387)</p> <p>HC x8282 (01423 878 8282)</p>	<p>Learning Advisers</p> <p>"Looking Ahead" booklet</p>	08.30 – 17.00 Monday to Friday.	<a href="http://www.leedsmet.ac.uk/local/staffing/ahead/">http://www.leedsmet.ac.uk/local/staffing/ahead/</a>	<p>Learning Advisers offer training, development and updating sessions to staff through the "Looking Ahead" booklet.</p> <p>Individually tailored sessions are also offered by Learning Advisers:</p> <ul style="list-style-type: none"> <li>By School</li> <li>In small groups</li> <li>On a one-to-one basis by arrangement</li> </ul>	
<b>Staff/Student Filestore</b>								
See - Filestore								
<b>Staff Resource Room</b>	<p>The staff resource rooms are available to University staff.</p> <p>Software available:</p> <ul style="list-style-type: none"> <li>Windows XP or Office XP</li> <li>web browsers,</li> <li>web page production software ( Dreamweaver, Fireworks)</li> <li>Photoshop,</li> <li>WebCT.</li> </ul> <p>Hardware:</p> <ul style="list-style-type: none"> <li>All computers are connected to a networked printer in the room.</li> <li>optical mark reader,</li> <li>scanner</li> <li>data projector.</li> </ul>	<p>CC LS403A</p> <p>BP JGG16</p>	<p>CC/BP ext. 3075 (0113 283 3075)</p>	<p>Learning Technology Consultant</p>	<p>08.30-17.30 Mon-Thurs</p> <p>08.30-17.00 Fri</p>	<p><a href="http://www.leedsmet.ac.uk/local/teaching/webct/">http://www.leedsmet.ac.uk/local/teaching/webct/</a></p> <p><a href="http://www.leedsmet.ac.uk/lss/staffsup/">http://www.leedsmet.ac.uk/lss/staffsup/</a></p>	<p>Occasionally LTS courses based on the software installed in the staff room are run and the rooms are unavailable.</p>	<ul style="list-style-type: none"> <li>The rooms are for staff use only on a drop-in basis.</li> <li>The key for CC LS403A is available from the AV loans desk.</li> <li>The key for BP JGG16 is available from JGG14 LTS workshop.</li> <li>Any problems with the equipment or software should be reported to the Learning Technology Consultant.</li> <li>Faults will be dealt with as soon as possible.</li> </ul>
<b>Stationery</b>	<ul style="list-style-type: none"> <li>Letterheads</li> <li>Compliment slips</li> <li>Business cards</li> </ul>	CC H211	<p>CC x3380 (0113 283 3380)</p>		<p>09:30-16:30 Mon-Thurs</p> <p>09:30-16:00 Fri</p>	<a href="http://www.leedsmet.ac.uk/lis/lts/print/ordering_businesscard.htm">http://www.leedsmet.ac.uk/lis/lts/print/ordering_businesscard.htm</a>	<p>Work will only be undertaken after an order or a charge code (for items under £100) has been provided.</p>	<ul style="list-style-type: none"> <li>All stationery is designed to the university specification.</li> <li>To obtain a competitive rate business card orders are batched in quantities of 6.</li> <li>All stationery orders will be turned around in 10 working days. Prior notice will be given to the customer if any variance is anticipated.</li> <li>Business cards can be ordered online</li> </ul>
<b>Student IT Facilities – Technical support</b>	Provide development, installation and maintenance support for student IT facilities	C210	<p>CC x3427 (0113 283 3427)</p> <p>*LIS/CS Staff Help Desk</p>	Computing Services Staff Help Desk	08.30 - 17.30		Faults should initially be reported to the Learning Centre Information Desk.	<p>For Learning Centres:</p> <ul style="list-style-type: none"> <li>To provide hardware fault finding and repair service</li> <li>To maintain and upgrade equipment as necessary</li> <li>To provide software fault finding and fixing service</li> <li>To install all new hardware and software</li> </ul>
<b>Support for Faculty Staff Supporting Student IT Facilities</b>	Provide technical advice and support to agreed levels for faculty operated student IT facilities.	C210	<p>CC x3427 (0113 283 3427)</p> <p>*LIS/CS Staff Help Desk</p>	Computing Services Staff Help Desk	08.30 - 17.30			<p>Providing advice and information on relevant technologies</p> <p>Where possible, providing support and resources</p>

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<b>Tape Duplication</b>	<ul style="list-style-type: none"> <li>Duplication and conversion of different tape formats</li> <li>Single copies of video and audio cassettes</li> <li>Bulk copies of video and audio cassettes</li> <li>Inserts, labels and covers</li> <li>Copyright laws apply.</li> <li>DVD and CD recording copying</li> </ul>	BP JGG14	BP x3509 (0113 283 3509) Off-air Recordings@leedsmet.ac.uk	Learning Support Officer (off-air service)	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/its/av/offair.htm">http://www.leedsmet.ac.uk/lis/its/av/offair.htm</a>	<p>There may be circumstances (i.e. large quantities) where the duplication process may take longer than three days. This will be identified on receipt of the request.</p> <p>A small copy charge is made for the service in addition to materials to include labelling and packaging.</p>	<ul style="list-style-type: none"> <li>The tape to be copied should be taken to the AV Loans counters at BP or CC and a duplication request from completed, giving details of number of copies, copy format and any additional items such as cases, labels etc. Payment can be made at the counters or a project code supplied to allow the costs to be recharged.</li> <li>For additional copies of LEEDS MET productions please refer the request to Technology Services Manager or the Writer/ Producer who can arrange for copies to be made directly from the original master tape in order to maintain quality and consistency of the copies produced.</li> <li>A contact number is required for any queries.</li> <li>Request will be completed within 3 days.</li> <li>Any tapes subject to copyright will be rejected unless full written permission is granted from the copyright owners in advance.</li> </ul>
<b>Telephony and Data Network Advice and Consultancy</b>	Advice and consultancy on all aspects of data and voice communications.	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			For new builds, refurbishments and staff moves. Design services. Project management.
<b>Telephony – Development</b>	Telephony systems development, design and consultancy.	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			Development of the telephony systems and infrastructure in line with LEEDS MET strategy. Collaboration with internal customers and external contractors to deliver telephony infrastructure and services to the university. Design Specification
<b>Telephony Infrastructure</b>	Management and maintenance of telephony switches, related systems, services and infrastructure.	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri		Switchboard services provided by Facilities Management Division	Core telephone switches (PABX). Cable infrastructure. External service providers (BT, C & W etc.). Switch board equipment. Directory enquiry PCs. Automated attendant system.
<b>Telephony - Landlines</b>	Provision, management and administration of staff telephone lines.	C605	CC x3119 (0113 283 3119)	Communications Team	08.30 - 17.30		Contact CS Communications team on 3119 for other enquiries.	Installation, enlivenment and relocation of telephone outlets and lines (external providers i.e. BT and internal). Fault rectification service. Supply of telephone hand and headsets. Provision of telephone lines for disabled students.
<b>Telephony – Landlines, Billing</b>	Monthly billing to faculties and divisions	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri		Itemised extension billing on request (chargeable)	
<b>Telephony – Mobiles</b>	Provision, management and administration of staff mobile phones.	C605	CC x3119 (0113 283 3119)	Communications Team	08.30 - 17.30		International roaming activation requires authorisation from MOC/SBC manager.	Contract and service management. Supply of handsets and accessories. Monthly itemised billing. Replacement of faulty equipment and provision of emergency loans. Activation of international roaming. Short term hire.
<b>Telephony - Pagers</b>	Provision, management and administration of staff pagers.	C605	CC x3119 (0113 283 3119)	Communications Team	08.30 - 17.30			Contract and service management. Supply of pagers. Monthly itemised billing. Replacement of faulty equipment and provision of emergency loans. Short term hire.
<b>Telephony – Payphones</b>	Management of the university payphones service.	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			Contract and service. Management and review.
<b>Telephony – Procurement</b>	Telephony systems, services and infrastructure procurement and review.	C605	CC x3119 (0113 283 3119)	Communications Team	8.00-17.30 Mon-Thu 8.00-17.00 Fri			Periodic review and evaluation of telephony services and costs supplied by external contractors. Contract tenders. Capital project equipment. Infrastructure and services procurement.
<b>Training Courses</b>								
See - Staff Development								

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>Video and Audio Production</b>	Promotional materials for LEEDS MET (at institutional, faculty, school or course level). Includes <ul style="list-style-type: none"> <li>• Scripting</li> <li>• Shooting</li> <li>• Graphics</li> <li>• Editing</li> <li>• Voice over</li> <li>• Music/sound effects from libraries or origination</li> <li>• Labels and packaging</li> <li>• Transcription of text based resources to audio tape or CD</li> </ul>	<b>CC</b> H211  <b>CC</b> LS113	<b>CC</b> x5965 (0113 283 5965)  <b>CC</b> x3497 (0113 283 3497)	Technology Services Manager  Writer/Producer	08.30-17.00 Mon-Thurs  08.30-16.30 Fri	<a href="http://www.leedsmet.ac.uk/lis/lts/av/recording.htm">http://www.leedsmet.ac.uk/lis/lts/av/recording.htm</a>	We have a library of stock shots of buildings, teaching situations etc. that can be used.  Recordings can be on video tape, audio cassettes or new media such as AVI, MP3, MPEG clips for use on the web and CD-ROM based materials.  A charge is made for the staff time associated with these projects as well as a charge for use of the facilities materials and transport costs, voiceover artist, music etc.	<ul style="list-style-type: none"> <li>• Any timescales and deadlines will be discussed and agreed between the customer and LTS before the commencement of a project.</li> <li>• It may be necessary to liaise with external clients to get permission for recordings to take place.</li> <li>• Visits to locations prior to recording will be necessary to plan the technical requirements of the shoot.</li> </ul>
<b>Video Conferencing</b>	Technical support for video conferencing over digital phone lines (ISDN)	<b>CC</b> D208 D209 TV Studio H220  <b>BT</b> Exhibition Area Pearson Room Lecture Theatre  <b>BP</b> Jubilee Room JGG05 Lecture Theatres A,B,D+E TV Studio JGG17	<b>CC/BT</b> x3386 (0113 283 3386)  <b>BP</b> x7462 (0113 283 7462)  <b>HC</b> x8279 (01423 878 8279)	<b>CC/BT/BP</b> Principal Learning Support Officers.  <b>HC</b> Learning Support Officer	08.30-17.00 Mon-Thurs  08.30-16.30 Fri (HC term-time only)	<a href="http://www.leedsmet.ac.uk/lis/lts/av/vidconf.htm">http://www.leedsmet.ac.uk/lis/lts/av/vidconf.htm</a>	The call costs are usually twice the standard BT call cost. For international call costs please refer to the BT site and remember to double the costs shown.  The system uses a TV set and camera unit to send and receive pictures and sound over the link using digital phone lines (ISDN) provided by BT.  A Videoconferencing via IP pilot is currently taking place, where calls are made via IP over the web, incurring no direct call charges from BT.	<ul style="list-style-type: none"> <li>• The room needs to be booked with the appropriate dept (H220, JGG17, TV studios are booked with LTS)</li> </ul> <p>We offer various levels of technical support:</p> <ul style="list-style-type: none"> <li>• dialing the numbers and making initial contact for you if you require</li> <li>• 'on-hand' to ensure all goes well with the call.</li> </ul> <p>Level of support should be discussed at the time of booking.</p> <p>To make the link we will ask you to supply contact information such as:</p> <ul style="list-style-type: none"> <li>• contact name, telephone No, conferencing telephone No, time of call.</li> <li>• You will be charged for the cost of the calls.</li> </ul>
<b>Video Editing Facilities</b>	Computer based edit suites are available for use by staff and students at Calverley Street and Beckett Park.	<b>CC</b> LS217  <b>BP</b> JGG41	<b>CC</b> x3452 (0113 283 3452)  <b>BP</b> x7471 (0113 283 7471)	Learning Support Officers (edit support)	09.00-17.00 Mon-Thurs  09.00-16.30 Fri		Audio-Visual staff will discuss your project when you book to ascertain which type of editing suite is the most suitable for your needs.  If you have not edited before, then staff will explain the operation of the edit suite and will remain on hand to help with any problems you may encounter. Tutorial materials are available to guide you if required.  The same edit suite will need to be booked for continued editing as material is stored onto a hard drive and cannot be transferred to other suites.	<ul style="list-style-type: none"> <li>• Bookings for edit suites are made at the Audio-Visual Services Counter.</li> <li>• Materials presented for editing will be checked for copyright. People wishing to use commercially produced video or audio sources will need to check with a member of LTS staff before proceeding.</li> <li>• Staff wishing to set video-based projects for their students are strongly advised to contact LTS beforehand to discuss availability of the resources for large numbers of students.</li> <li>• All materials must be backed up to tape or CD on completion as it will be deleted from the hard drive to make space for other users.</li> <li>• Usually a maximum of 3 days is allowed per project.</li> </ul>
<b>Virtual Learning Environment Support</b>								
See - WebCT								

## Learning and Information Services

Service	Description	Location	Tel/email	Contact	Opening Hours	Web Address	Comment	Service Definition
<b>WebCT</b>	<ul style="list-style-type: none"> <li>Creation of modules in WebCT</li> <li>Support and training for Module development &amp; use</li> <li>Support and training for Student WebCT support</li> </ul>	C509	<b>CC</b> x5410 (0113 283 5410) VLE Support@leedsmet.ac.uk	WebCT Administrator	08:30 - 16:00 Mon - Fri	<a href="http://www.leedsmet.ac.uk/local/teaching/webct/index.htm">http://www.leedsmet.ac.uk/local/teaching/webct/index.htm</a>  <a href="http://jade.leedsmet.ac.uk:8900">http://jade.leedsmet.ac.uk:8900</a>	WebCT is the Virtual Learning Environment aspect of the University's integrated Managed Learning Environment.  Faculties are asked to ensure that students are enrolled to a module before the start of the semester.	<ul style="list-style-type: none"> <li>New WebCT modules will be created within 3 working days of receipt of the request</li> <li>New members of Staff will be added to the WebCT database within 3 working days of their details being entered into PMS.</li> <li>New Students will be added to the WebCT database within 2 working days of their details being entered into SIS</li> <li>Amendments to student module details will be updated in WebCT within 2 working days of changes being made in SIS</li> <li>Primary Designers will be contacted in the event of a member of staff leaving who is a shared designer or a student on their module</li> <li>Schools will be contacted in the event of a member of staff leaving who is the primary designer on a WebCT module.</li> <li>All new WebCT modules created will be development modules</li> <li>There will be the opportunity to convert development modules to live modules twice a year for the start of each semester</li> </ul>
<b>Web/ Multimedia</b>	<ul style="list-style-type: none"> <li>Web coordination</li> <li>Web technical development</li> <li>Web design</li> <li>Multimedia design</li> <li>CD-ROM mastering</li> <li>PDF service</li> </ul>	CC H211	<b>CC</b> x5969 (0113 283 5969) PDF-Service@leedsmet.ac.uk  Web Support@leedsmet.ac.uk		09:30-16:30 Mon-Thurs 09:30-16:00 Fri	<a href="http://www.leedsmet.ac.uk/local/web/">http://www.leedsmet.ac.uk/local/web/</a>	Work will only be undertaken after an order or a charge code (for items under £100) has been provided.	<ul style="list-style-type: none"> <li>Projects include the overall design of the LEEDS MET web site, divisional web pages and 'new media' learning/teaching materials.</li> <li>Due to the varied nature of work, project request forms are used to record agreed timings and all other aspects of the job. Quotations are provided and a schedule for the completion of the work is negotiated and agreed with the Media Production Manager.</li> <li>Prior notice will be given if any variance is anticipated.</li> </ul>
<b>Web Services – Technical Development and Support</b>	Development of IT infrastructure and software in support, of LEEDS MET Web Services and related maintenance.		<b>CC</b> x5969 (0113 283 5969)				Front end service is provided by the Web Development Officer.  See Web/Multimedia	Design, Specify, Purchase, Install and maintain servers and services to provide a facility to develop LEEDS MET Web services. Installation and support of all Server related software to provide the service. Collaboration with the Web Technical Group on the system requirements