

# INFORMATION RESOURCE CENTER



## Policy for the IRC Multimedia Services

### 1. Contacts

Multimedia support is provided by the IRC Multimedia Team of the Information Resource Center (IRC). The best way to contact the Multimedia Team for support is to write an email to

[irc-multimedia@jacobs-university.de](mailto:irc-multimedia@jacobs-university.de)

For follow-up communication please *always include the unmodified ticket number in the subject line* as received in the response (hitting the *reply* button of any email client automatically does this; writing a *new* email doesn't).

### 2. Lecture Rooms

We are responsible for the standard audiovisual equipment in the class rooms and for the instructional equipment that is professionally installed.

We regularly check the instructional presentation systems in West Hall, East Hall, Conrad Naber Lecture Hall and the Seminar Room. If any immediate problem arises, please contact us at [irc-multimedia@jacobs-university.de](mailto:irc-multimedia@jacobs-university.de)

We also offer personal training for using the presentation equipment. Please use the above email to schedule an appointment.

Due to legal and technical reasons we cannot support audiovisual equipment that has not been purchased through the IRC or purchased in accordance with consultation of the IRC Multimedia staff. We do not support typical consumer audiovisual products if the acquisition of such items was not previously discussed with the IRC Multimedia staff.

If you would like a consultation for evaluating or purchasing audiovisual equipment or for establishing contact to vendors we will be happy to help you as much as we can.

### 3. Multimedia Production Services

Our services include various areas of multimedia production and services

- media production
- live and on demand streaming
- borrowing Multimedia equipment
- video conferencing
- consulting

In order to integrate such services into our schedules, please contact us for an overview well in advance of the date this service is required (at least 1 week in advance). To allow us to give you optimal service please plan meeting with us in the early planning stages of your project.

You can reach us via email at [irc-multimedia@jacobs-university.de](mailto:irc-multimedia@jacobs-university.de)

Your Multimedia Service Team

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