



Behind the Scenes with our AV Team

When you attend an LLIR class there are fellow members who have often arrived before you and are hard at work getting ready so that the class runs smoothly. They are the members of the volunteer AV team, led by our Audio-Visual Coordinator, Bill Johns. Bill and his dedicated team are responsible for supporting our instructors with their audio-visual requirements.

Bill joined LLIR in 2009 and started volunteering on the AV team soon after. Glendon has modern up-to-date technology in their classrooms and Bill has enjoyed learning about it, working with the teams and the challenge of solving issues.

As the AV Coordinator, Bill contacts the instructors to find out their technical needs and ensures the equipment is ready for them when they arrive. From each class, he finds AV volunteers willing to help out.

Once the classes are running, Bill can be seen every Friday discretely sneaking in and out of our rooms, sitting at the front and ready to lend support when needed, especially in classes with new AV volunteers and/or instructors not as familiar with the equipment.

We interviewed Bill to learn more about his work "behind the scenes" at LLIR.

Q: How many AV volunteers do you need for each class and how many were new to the role in Fall 2018?

We usually have at least two AV people at each lecture. This past fall we had 24 volunteers, half of whom were new to the role. Three of our AV volunteers were women and the rest were men, so we would love to have a better balance in 2019.

Q: What are the key responsibilities of the AV volunteers?

Their role is to assist the course chairs and instructors with their AV needs including the microphones, lighting, power point presentations, computer internet connections and any technical requirement.

Q: What training and ongoing support do you provide to AV volunteers?

The new people receive written instructions on the start-up to shutdown operation of the equipment and in class room instruction on the systems prior to the first class. Each team for a class has an experienced leader who helps organize each week's AV schedule and works closely with the other AV volunteers and with the Glendon IT Help Desk if needed.

Q: Who owns the AV equipment used in the classrooms?

York University owns most of the equipment

Q: What are the biggest challenges that our AV teams face from semester to semester?

We receive the most complaints about the acoustics and lighting in A100. Glendon has been apprised of these problems and continues to work to improve the situation. Before each class the AV team tests the equipment needed for class. If a problem is found during testing, the AV team calls in Glendon's IT Help desk staff. Another challenge is when an instructor decides to make a change to their planned technical requirements and fails to tell AV. This can cause a last-minute scramble to set up

Q: Are you looking for new volunteers?

Yes, absolutely! We hope LLIR members will complete the volunteer section at registration and indicate an interest in AV support. AV is **no** more complicated than setting up your TV and using a home computer. We are committed to supporting our new volunteers as they learn their role.

In preparing this edition of *"Behind the Scenes"* we also spoke to Minda Davis and Laura Formusa about their experiences as AV volunteers. They confirmed that our AV volunteers enjoy their role and appreciate the support that they are offered.

Minda said that she has enjoyed the opportunity to contribute to LLIR in her AV role and found the support from her team lead, Steve Edson, very important in growing her confidence with the equipment. Laura also felt that the support of Bill Johns and Robin Barfoot made all the difference. "We couldn't have done it without them! They were a pleasure to work with."