

# Information Services Student Charter

## Introduction

Information Services is a major University administrative department with responsibilities covering library, academic and administrative computing, digital communications, audio-visual services and reprographic services.

The purpose of this charter is to allow you to make the best use of our services and describes the level of service you can expect from our department.

This charter was developed in consultation with a representative range of students and staff from the University. The charter was developed in conjunction with the Charter Review Group and has been approved by the Senate/Council of the University.

## Consultation with Users

Our main opportunity to meet students is at our Student Liaison Meetings that occur on every campus at least twice a year. These meetings are usually attended by elected representatives of the Students' Union but are open to all students within the University. These meetings provide students with the opportunity to raise issues of concern relating to our services and facilities. Minutes of these meetings are published on our website at:

**<http://www.ulster.ac.uk/isd/charter>**

ISD also has representation on many University committees and working groups containing student representatives and addressing issues important to all students.

## Library

The role of the University of Ulster Library service is the provision of materials, study environments and services which meet the needs of all students in accordance with the University's overall aims and objectives. Close liaison is maintained with Faculties/Schools by a team of subject librarians who liaise with teaching staff and relevant committees to ensure that Library services are planned to meet students' requirements. High quality services are provided by well trained staff who are responsive to user demands and proactive in the development of services and in the use of new technology.

*What students can expect from us:*

- ~ A helpful and courteous service from staff at all times
- ~ A library environment that is suitable for study
- ~ Students will be provided with the library materials and information they need to successfully undertake their course of study or research, within the limits laid down in the library collection development policy.
- ~ Students will be fully supported in their use of library resources through the provision of users guides, induction sessions, subject classes and one-to-one help

- ~ The library will provide additional resources and support for client groups with extra demands; these groups include students with disabilities, part-time students and distance learning students

*We expect students to:*

- ~ Adhere to the published Library code of conduct
- ~ Adhere to published rules and regulations of library

*We measure our performance against many standards including these:*

- ~ Basic help and advice on using library services will be available at all times the library is open. More detailed subject enquiries will receive a response within three working days. Library staff will provide induction or subject classes on request from teaching staff.
- ~ We will provide a range of electronic resources (databases, e-journals etc.) that will be available to users both on and off campus. We will make these services as reliable as possible we aim to make them available 95% of the time.
- ~ We aim to provide students with access to all books, journals and online resources on reading lists that are submitted in accordance with the library collection development policy.
- ~ Complaints / comments about the Library service will be responded to within 3 working days if a reply is requested.

Our latest performance in these standards and more can be found at:

**<http://www.ulster.ac.uk/isd/charter>**

A full guide to our services is published in "Guide to Library Services" and on the internet at

**<http://www.ulster.ac.uk/library>**

## **IT User Services**

IT User Services offers teaching and learning support to staff and students through the services it delivers. These include the provision of IT and media facilities and services, development of the student desktop environment, and a University-wide IT helpdesk team. For students with extra demands (such as students with disabilities), we work closely with the relevant University department to obtain an appropriate level of service. Our division is organised as three sections; an Information Team and two Information and Media Technology Teams, the latter having specific campus-based responsibilities.

*What students can expect from our service:*

- ~ A media technology, network and server infrastructure to support teaching and learning within the University

- ~ Your own University email address and access to a range of standard software applications, the internet, and printing facilities from all our corporate PCs.
- ~ Staff at our Helpdesk and Information Points will be available during normal working hours to provide help, information and advice. We will also maintain a wide range of online training materials on our website, covering many of the common desktop applications.

*What we expect from students:*

- ~ Adherence to the University of Ulster's Acceptable Use Policy
- ~ Observance of ISD's general policies relating to IT matters
- ~ Compliance with the University's policies and procedures.

*We measure our performance against many standards including:*

- ~ A University IT account and email address within 5 working days of completing the enrolment process
- ~ Networked and server services 99.5% availability.
- ~ 95% availability of functional desktops, delivering software profile in each laboratory, provided the disruption is not due to a hardware fault
- ~ Helpdesk and Information Point staff available at least 95% of working day.

Our latest performance in these standards and more can be found at:

**<http://www.ulster.ac.uk/isd/charter/>**

A full guide to our services is published in "Guide to IT User Services" and on the internet at:

**<http://www.ulster.ac.uk/isd/itus>**

## **Reprographics**

The Reprographic Division of ISD provides a commercial standard print service to students, offering value for money printing, copying and binding. We continually explore changes in print and copy technologies so that the equipment used is both functional and reliable. Monitoring usage and student requirements to ensure that requested services are offered.

*What students can expect from Reprographic Services:*

- ~ A high standard of service in all areas of production
- ~ Professional and helpful staff
- ~ Advice for all areas of print/copy/binding

*What Reprographics can expect from students:*

- ~ A reasonable deadline for production of work (we do know that this is not always possible)
- ~ Work to be presented in a usable format (speak to a member of reprographic staff if unsure)

- ~ To deal with Reprographic staff in a polite and courteous manner

*We measure our performance against:*

- ~ Commercial printing standards

Please consult our on-line brochure for further information and Reprographic site locations.

**<http://www.ulster.ac.uk/isd/reprographics/repro-leaflet.pdf>**

## **If Things Go Wrong**

Most problems can be resolved by contacting our staff at the Library Issue Desks or Information Points on each campus.

If you are not satisfied with our service, you may complete a *Comments, Complaints and Compliments* form, available at our Information Points or online at:

**<http://www.ulster.ac.uk/isd/charter>**

We publish the results and actions taken annually. These can be found at the above address. We regard this as a valuable source of feedback and we respond to each comment individually (if requested).

If you have a complaint unrelated to our services, you should follow the University's stand complaints procedure. Details available at:

**<http://www.ulst.ac.uk/quality/complaints/>**

## **Contacts**

If you wish to contact our department about this charter or any issue relating to our services, please contact one of the following:

<i>Library</i>	Ciaran Cregan	<a href="mailto:cr.cregan@ulster.ac.uk">cr.cregan@ulster.ac.uk</a>	028 71375256
<i>IT User Services</i>	Keith Livingston	<a href="mailto:sdk.Livingston@ulster.ac.uk">sdk.Livingston@ulster.ac.uk</a>	028 90368470
<i>Reprographics</i>	Mark Millar	<a href="mailto:m.millar@ulster.ac.uk">m.millar@ulster.ac.uk</a>	028 70324116