

**Subject: Minutes Library / Reprographics / ITUS Student Liaison Meeting
Belfast Campus
Thursday 3rd December 2004**

In attendance

Emma Garland	Site Vice President, Students Union
Ann Gilliland	Photocopier Operator
Marion Khorshidian	Campus Library Manager
Mark Millar	Reprographics Manager
Laura Mills	Customer Support Librarian
Bernie Stocks	Campus IT Consultant, IT User Services
Dr. Julie Sodden	Present for Library Services discussion only

Minutes of previous meeting

Agreed

Matters arising from the previous minutes

LM handed out copies of the Student Charter and reported an official launch would be organised for Feb. 2005 on the Jordanstown campus. All Students Union officials would be invited.

MK reported the 8.45 am and the summer opening had both proved popular.

Library services

JS joined the meeting at this point.

BS and MK suggested that if they knew the deadlines for students work additional support could be arranged. JS mentioned that the deadline dates would depend on the module. She would supply a course timetable with deadlines highlighted for Textile & Fashion Design. This would allow for planning of IT & Reprographic support. JS would bring this suggestion to the Course Directors Group in the hope other courses would supply similar timetables.

TFD Course Committee meeting on 6th December MK invited to attend to address the issue of ISD support.

MM agreed additional reprographic support could be arranged if peak times can be identified.

JS asked about a photocopier in Block 80 to support 3rd year Fabric & Fashion students. MM reported that this had been done. The photocopier is to be clearly signed that it is for student use.

JS left the meeting.

MK reported that she was proactive in liaising with teaching staff to improve book stock on the Belfast campus.

IT User services

BS reported that IT staff will be flexible about additional support in the evenings and on Saturdays.

BS asked EG to remind students not to eat and drink in the library & CAD/CAM Suite. BS also highlighted the need for students to save their work and stressed that this is the student's responsibility. BS offered to talk to students on the importance of saving all work regularly.

BS will investigate "Have you saved" message displaying on the CDE's.

There has been a problem of the colour printers breaking down through misuse. BS reported that spare fusers are now held in stock so printers can be repaired quickly.

Reprographic services

MM reported the cost of colour copying may be lowered from 50p to 25p when new contracts are negotiated in June 2005.

In future it is hoped one card will do all copying.

There is a three year plan to introduce a top-up online system for printing and photocopying though at present the bank charges are too high. MM hopes to negotiate the cost with the banks and this would eliminate the need for change. MM explained there was a very limited float so giving change was not always possible. As a pilot scheme a card dispenser will be put in the front foyer of the Belfast campus in June 2005. All positions of dispensers will be reviewed in June 2005 depending on building progress.

Everyone present agreed it would help in planning services if we had more input from students.

MK will arrange notice boards at the entrance to the library for students to write comments and suggestions.

The group suggested a student survey on the CDE. LM to talk to the Systems Support Team concerning an online survey.

LM to liaise with Karen McKillop to explore advertising the ISD Student Liaison meetings on the Student Union's web site.

EG suggested future meetings could be held in the Student's Union and she would be able to book a room.

MM will approach Nigel Macartney about establishing a Service Development Fund to cover the costs of offering refreshments at the meetings to a greater number of students.

AG suggested an informal lunch followed by the meeting between 12.00 -2.00 could encourage students to participate.

Student representative

EG reported positive responses to ISD services through the Students Union Institutional Audit Survey.

EG also asked about the having access to more PC's and more specialised software.

BS reported that 40 new PC's should be available on the Belfast campus by Jan 2005. Requests to purchase specialised software must come from teaching staff.

EG wondered if old PC's could be offered to students to buy. MM explained that the Data Protection Act prevented this.

EG asked about B.I.T.S programme starting again.

LM to raise the issue through the Subject Librarians as other groups had expressed concern at lack of basic IT training.

EG raised the issue of book ordering. MK asked that areas where there is a lack of stock be referred to her and students can recommend items which MK will check with the course tutor before purchasing.

Laura Mills 16th December 2004