

**Subject: Minutes Library / Reprographics / ITUS Student Liaison Meeting
Coleraine Campus
Monday 20th December 2004**

In attendance

Niall McKenna	Site Vice President Coleraine
Kevin McGuigan	VP Education & Welfare (Coleraine)
Colin Todd	IT User Services
David McClure	Campus Library Manager
Mark Millar	Reprographics Manager
Laura Mills	Customer Support Librarian

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.

LM & Keith Livingston to liaise on the launch.

Library services

NMcK and KMcG reported on findings from the Institutional Audit questionnaire which the Students Union had just completed. Comments on ISD services were generally positive. Three areas of dissatisfaction were highlighted; library opening hours at exam time, the noise level and lack of colour photocopying facilities.

DMcC assured them that students should feel confident in reporting incidents of noisy behaviour in the library to library staff. Library staff will patrol at exam time to stop disruptive behaviour.

LM and DMcC agreed that a suggestion box should be located in Coleraine library to allow students to submit ideas on improvements they would like the library to introduce. The popularity of the exam web site, which had received over 30,000 hits in the six months prior to Dec. '04, was commented on. Also that Staff Development hoped to put a link from the exam results page to information on appeals procedures.

IT User services

CT reported that over the summer 2005 there will be a move to a single card for printing and photocopying. This issue of printers not working during weeks 9 and 10 when coursework had to be submitted was raised by NMcK and KMcG. CT assured them that printers are checked daily but that demand at that time was very high (37,000 printouts at Coleraine Central & 33,000 at Coleraine South). The issue of publicising the location of computer labs. on campus was discussed.

CT reported on the development of interactive White Boards for teaching on the Coleraine campus. CT also reported on the project to be piloted in academic year '05/06 on Magee campus to give all 1st year Engineering students (approx. 200) hand held PCs. The meeting agreed this was an exciting development and would be interested in the outcome of the project.

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 explained that in future "follow me printing" (initiating printing to any printer in the University) should help ease print-queue congestion.

MM stressed the importance of student input in planning services.

MM answered questions about developing the role of reprographics in Coleraine library to include services such as binding.

Student representative

NMcK & KMcG raised the issue of availability of Bus. & Mgt books in Coleraine library. Many had to be requested from Jordanstown. DMcC asked for further details.

LM will bring the matter to the Subject Librarian's attention.

DMcC reminded the meeting that it is possible to renew books online. The development of a student portal on the web was also discussed. NMcK & KMcG reported that the Students Union web site was to be upgraded. LM hoped that in future the ISD Student Liaison meetings would be highlighted on the Students Union web. LM to contact Karen McKillop on this issue. The hope to have a Service Development Fund in place to fund future ISD Student Liaison meetings was discussed.

Laura Mills 26th January 2005