

**Subject: Minutes Library / Reprographics / ITUS Student Liaison Meeting  
Jordanstown Campus  
Monday 6th December 2004**

In attendance

Conal Duffy	Site Vice President, Students Union
Jo Rooney	VP Education & Welfare (Jordanstown / Belfast)
Keith Livingston	IT User Services
Mary McCullough	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 & KL to liaise on the launch.

**Library services**

MMcC reported the numbers using the LRC on Friday nights were very low. CD & JR agreed that on Friday nights most students would be in the library only to use the PCs.

The difficulty of informing students of computer labs. open on a 24/7 basis was highlighted. Though KL confirmed that a letter from a Course Director is necessary to show to security to access the labs.

Also publicising other services such as extended loans for Xmas was discussed. Different methods of communicating with students were discussed such as e-mail, texting, posters and desk-top messages.

KL hoped that in future student portals will improve communication.

McC & LM discussed using the Tanoy system in the LRC to publicise computer labs and extended loans.

KL & LM to contact Karen McKillop from the Students Union about publicising ISD info. on the Students Union web site.

MMcC to contact Bernard Watson to put extended loan & lab. Info. on the library's web page.

McC highlighted the problem of eating and drinking in the LRC.

CD & JR commented that students had nowhere to eat packed lunches or take-away food. They will raise the issue of having an area available for students to eat and drink with Bill Clark.

**IT User services**

KL reported that Information Services are piloting wireless access for laptops.

Also the increase in software available on the CDE desktop.

The move from ulst. to ulster in University e-mail addresses was also highlighted.

KL warned that extensive refurbishment of Coleraine & Magee computer rooms may have an effect on services across the University.

CD reported that the Students Union Institutional Audit Survey had highlighted the need for more printers in Jord. LRC.

KL to talk to Eric Courtney about providing more printers.

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

The possibility of a "reward scheme" for printing was discussed i.e. credits for double-sided printing.

MM stressed the importance of student input in planning services.

CD and JR asked about the card machines only accepting pound coins. MM explained that the machines would quickly fill if they took lower coinage. MM also explained there are insurance implications in providing change machines.

CD & JR asked if the Photocopying Operators could offer a binding service similar to the service available in the Students Union.

### **Student representative**

Everyone agreed that the issue of acetate photocopying could be best addressed if student's course work/presentations could be produced as PowerPoint. The issue will be raised at the Teaching and Learning Committee by CD & JR.

Car parking was discussed and the impact it was having on student's use of University facilities.

CD commented that the car parking scheme was to be reviewed in January 2005.

Laura Mills 23<sup>rd</sup> December 2004