

Notes of the ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Tuesday 2nd November 2010

In attendance

Claire Flanagan	Site Vice President, Jordanstown, Students Union
Marion Khorshidian	LRC Manager Belfast
Keith Livingston	ICT Services Manager
Nigel Macauley	Site Vice President, Belfast, Students Union
Mark Millar	Reprographics Manager
Laura Mills	LRC Manager Jordanstown
Bernard Watson	Library Networked Information Officer

Following introductions, LM explained that representatives of ISD and the Students Union had agreed to hold 2 meetings a year, one in each semester. These meetings provide a platform for elected SU Sabbatical Officers to raise student concerns on ISD services with ISD staff.

Matters raised by Students Union Officers

NM raised security issues concerning the self-issuing system in the LRCs. BW had been made aware of the problem by MK. BW reported that in future acknowledgements would be sent to staff and students after using the self-issue system.

A discussion followed concerning other methods of securing the self-issue system including RFID. BW & MM will endeavour to have joined-up technologies in place. It was also noted that attempts to use someone else's borrower details or tamper with University material contravened the University's Acceptable Use Policy.

The group appreciated that NM had brought the issue to its attention.

NM asked if the Photoshop application could be installed on PCs on the Belfast campus as well as the MACs. KL will raise the issue with Eric Courtney, Campus ICT Manager at Belfast.

There was a general discussion on the availability of Computer Labs on the Belfast Campus during the Christmas and New Year closure. MK reported that the matter had been referred to the Physical Resources Department as the presence of security staff is essential for the campus to open.

CF stressed the importance of informing students early of the Christmas and New Year closure dates. MK, KL, LM & BW will ensure the closing dates and the location of IT facilities during this period are brought to students attention using wallpaper, signage, the Portal, web news items and e-mail.

Library services

NM asked about Sunday opening of the Belfast campus. MK responded that there are resourcing issues surrounding longer opening hours on the Belfast campus.

At present the Belfast LRC opens the same number of hours as the other LRCs with Saturday morning opening rather than Sunday afternoon.

ICT User services

NM asked KL if WIFI access on the Belfast campus could be increased. KL will refer the matter to Harry Young, Network Manager.

NM reported that printing on the Belfast campus was slow. KL to refer the issue to the Campus ICT Manager at Belfast. The potential of WiFi printing was discussed.

KL asked CF & NM if they could suggest students to participate in the Student Experience project being run by ICT Customer Services. Assistance from students to

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identify suitable components would be very valuable. CF & NM agreed to ask other Sabbatical Officers and course reps over the next few weeks.

Reprographic services

MM reported on the future plans of the service. He hopes to be able to award contracts to allow the development of cash-less card services for students. MM also discussed other service improvements such as follow-me-printing and improved card security in case of loss or theft. The cashless card system will run in parallel with the current system until it's bedded-in.

Next meeting

Tuesday 19th April 2011 at 11.15am in the LRC at Belfast.

Laura Mills
2nd November 2010