

UNIVERSITY OF ULSTER INFORMATION SERVICES

Liaison Meeting between Students' Union, Library, ITUS and Reprographics Coleraine and Magee Campuses

Minutes of a meeting held at 10.15 am Wednesday 2^{4th} November 2010 in Group Study Room 2 in Coleraine Learning Resource Centre.

PRESENT

Information Services

Norman Blair, Ciaran Cregan, Stephanie McLaughlin, Mark Millar

UUSU

Emma Annett, Sean Cunningham, Ciara McCann, Rachel Mullan

APOLOGIES

No apologies

Coleraine LRC

SC reported that some students have complained that the reading rooms can be too cold in the evenings. Students have complained that it is sometimes difficult to find a pc in the LRC and the problem is not helped if students are accessing facebook. NB mentioned that there are alternative labs available on campus.

SMcL asked for any ideas regarding student induction in the LRCs.

EA reported that some students had found the Arts induction very long. There was too much information for new students. The Arts induction included other support departments as well as the ICT/Library induction.

Magee LRC

CC reported that the LRC has been busy.

Group study rooms – these rooms have become popular and are now in great demand. If students have booked a room and do not arrive the staff have to reallocate them. The rooms have previously been used by Study support providers. CC has met with them to encourage them to meet their student in the evening or on Friday afternoons.

The top floor of the LRC is noisy. To alleviate the problem silent areas are provided. These are the ICT classroom and the silent study room. The middle and bottom floors are quiet and students can use laptops.

Heating problems

The lack of heat in the LRC is a continuing problem. Students continue to fill in complaints forms. CC has asked Physical Resources to come up with ideas. Sc reported that the students have a Shout campaign every week. They offered to have the heating problem as a subject.

Reprographics

Students have reported that the Reprographics office in Magee is hard to find. Access for students with a disability is not good. MM is aware of this and explained the background to the reason for the current location..

MM talked about the centralised strategy for MFD and printers. There is one MFD on trial at Magee and feedback is good.

MM reported on the swipe card which will be needed to gain access to and exit from buildings on campus. Students will be able to use it to pay for printing. MM is awaiting costs.

Service Desk ICT

NB talked about the role of the ICT Services Improvement Officer and his team.

Areas for improvement are the desktop, power consumption.

NB explained the role of the campus teams and the Campus ICT Manager. He also explained the role of Service group management team. NB talked about the problems of wireless access at Coleraine and Jordanstown. ICT are planning to use unique technology to allocate University IP numbers.

NB encouraged students to use other labs on campus if the LRC open access area is full. The other labs only average 30 to 40 % utilisation.

CMcC and RM talked about when they send out emails to students through the Service desk they feel students do not read them. They asked NB if the font could be changed in any way to make the email more attention grabbing.

Stephanie McLaughlin
Learning Resource Centre Manager