

Finance & Information Services Department
Library

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Thursday, 24th November 2011

In attendance

Stuart Cannell	Site Vice President, Belfast, Students Union
Marion Khorshidian	Campus Library Manager Belfast
Laura Mills	Campus Library Manager Jordanstown
Craig Shilliday	ICT Customer Services
Emma Thompson	Site Vice President, Jordanstown, Students Union

Apologies

Mark Millar	Reprographics Manager
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Following introductions, LM explained that representatives of F&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.

Library Services

LM informed the meeting of the re-naming of the Learning Resource Centres to Library. It is hoped the re-naming will be complete for the start of the 2011/12 academic year. LM informed the meeting that all Libraries would be open on St Patricks Day in 2012.

There followed a brief discussion on the efficiency savings facing the University but there is a commitment to maintain the standards of library and ISD services. SC asked if the borrowing entitlements of Alumni borrowers could be increased. MK explained that all borrowing entitlements are part of the regulations of the University so any changes must first be agreed at all the relevant committees. It was discussed that all users should ask for help at the Information Points in the libraries if they require any assistance as SC reported some students find it difficult to locate books. LM reported there will be improvements to the design of the catalogue to make it more intuitive. It is planned to be in place for the start of the next academic year.

Matters raised by Students Union Officers

ET and SC spoke about the recent "Student Shout" initiative carried out by the Students Union to give students an opportunity to raise issues of concern. ET presented a paper to the meeting covering the range of topics raised by students. All matters raised were discussed during the meeting. LM suggested responses be recorded on the paper presented by ET and will be held with the notes of the meeting. SC to produce a paper for the Belfast Student Shout and forward to MK. The meeting noted that printing services had raised the most concerns. LM will forward the paper to the Reprographics Manager, Mark Millar. Though included in the SU paper the issue of WIFI printing was discussed. CS assured the meeting ICT were aware of the issue and it had been forwarded to

management. MK and CS mentioned that the problem of WIFI signal strength on the Belfast campus is due to the open-plan design of the building. MK asked CS what students can do when experiencing poor access. CS asked that all problems should be referred to the ICT CS Helpdesk.

The meeting agreed that promoting the use of IT Labs may help address some of the access and printing issues voiced by the students. ET suggested using the SU Facebook page to promote services. LM to forward ET a list of IT Labs available at Jordanstown to go on Facebook.

ICT Services

CS reported that on-line enrolment (OLE) had been successful at the start of the year. The only issue was Blackboard becoming available 24 hrs after OLE. CS clarified that Blackboard problems had to be referred to the Blackboard helpdesk and not the ICT CS helpdesk.

CS highlighted that students are “sabotaging” PCs in the library by swapping the mouse and keyboard leads as a means of “reserving” the PC. The meeting hoped that promoting use of IT Labs will help address the problem of availability of PCs and the need for students to “reserve” PCs.

CS updated the meeting that a “holding” notification period has been introduced to warn students who owe fees and leavers that their accounts will be disabled. The meeting agreed this is an improved means of communicating with these groups of students.

ET asked CS if network ports could be available for use by a Gaming Society. CS felt it unlikely as the use of a server to support network ports must meet the core business needs of the University.

Health & Safety issues

LM explained that Health and Safety would be a standing agenda item for future F&ISD and SU meetings.

MK informed the meeting about a recent incident in the Belfast campus concerning items falling from the area above the library. MK thanked SC for his support in highlighting the danger to library staff and users of such incidents.

Date of next meeting

The next meeting will be on Thursday 15th March 2012 on the Belfast campus.

Laura Mills
Campus Library Manager, Jordanstown
31/11/11