

Information Services

Newsletter

Spring 2011

A photograph of a man with a mustache, wearing a dark suit, white shirt, and a bright pink tie. He is smiling and holding a framed certificate. The certificate is white with black text and features the RTPI logo. The background is a dark blue wall with the text 'THE RTPI PLANNING AWARDS' in large, white, stylized letters. The scene is lit with blue and red stage lights.

.....

Library Wins Prestige Award

.....

At the RTPI (Royal Town Planning Institute) 2010 Awards ceremony held in the Hilton Hotel in Park Lane, London, the Library won the award for Planning Education and Lifelong Learning. The judges gave the University entry a special commendation and congratulated the library on its work. The entry was entitled **Planning Education – Information and Lifelong Learning**. Jim Fitzsimons collected the prize on behalf of the library staff who contributed to the design and creation of ViBEL (Virtual Built Environment Library) and its Planning Portal.

Congratulations to the University Library!

Video Capture Service

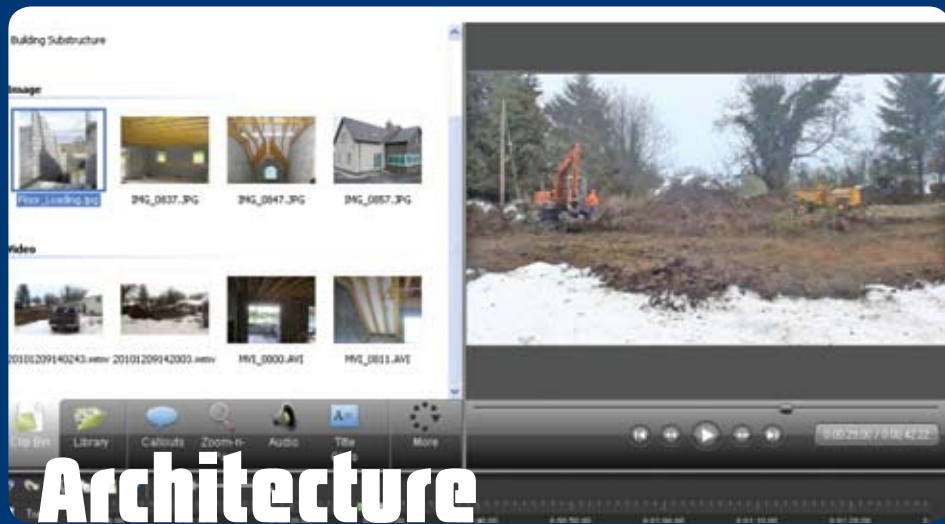


Are you aware of our video recording and streaming service which integrates with the video conferencing facility? The service enables the recording of multi-site meetings, lectures, 'talking head' presentations and prestigious events such as the recent visit to the University by the former US President, Bill Clinton. Recorded material can be distributed as streaming video and a link to content can be embedded within Blackboard.

Dr Sally Cook, lecturer in Environmental Studies, commented:

“ I used the service last semester to record guest lectures by industry experts. All of the technical requirements were looked after by ICTCS and the resulting videos were of excellent quality. Availing of this service has meant not only that our on-campus students can view the lectures again on demand; it also allows our distance learning students to share the insights given into current industry issues, regardless of where they are based. ”

Further details are available at:
www.ulster.ac.uk/isd/itus/media



Architecture and Design

A pilot project by David Comiskey, School of Architecture and Design, and supported by ICTCS, looked to gain a deeper insight into the use of video as a teaching aid. David used Camtasia Studio, a screencasting application, to produce a series of videos hosted on WebCT. Teaching consisted of a weekly lecture, together with support notes and a short video tutorial which were made available at the end of the session. This allowed the group to revisit the material at their own convenience. The average marks for the module in the 2009/10 academic year increased by 11% with the average attendance for the module also increasing by 18%.

David is currently building upon this work with the help of ICTCS to produce a series of videos capturing 'on-site' construction activities. The aim is to help students see the practicalities in modules which are primarily theoretical.

Comments from students include:

'They were clear and to the point, more videos please!'

'They were helpful. I could see on the screen clearly how to do things step by step, then pause and go and complete a task on my own drawing. Overall a good method of teaching new software programs.'

For further information, please contact Kenny McCartan on ext. 68231, or email kg.mccartan@ulster.ac.uk

Staff Development Awards

The Vice-Chancellor presented a range of awards to ISD staff at Jordanstown during the recent Staff Development Awards events.

In the past year, our team has achieved success in areas such as Managing Successful Projects with PRINCE2, ISEB Foundation Certificate in Green IT, Information Security Management Principles (CISMP), ITIL Service Management Foundation, and Managing Successful Programmes (MSP).

ISD staff are pictured with Professor Richard Barnett (Vice-Chancellor) receiving their awards.



Derry and Raphoe Diocesan Library Project

'One Donegal' was a series of events held during November 2010 to celebrate cultural diversity in the county. The project was funded through the Peace and Reconciliation Partnership as part of the Peace 3 Programme. This provided us with an excellent opportunity to showcase the Derry and Raphoe collection in Donegal.

The books from the Raphoe library are easily distinguishable by the distinctive Bishop's Mitre symbol embossed on the book covers. Some examples of these were on display.



Conservation staff working on one of the books from the Raphoe library found a number of letters inside it, including one which described the building of the shelving for the Raphoe Diocesan library, which was originally housed in the Royal and Prior School.

We were fortunate to have the Cathedral Hall as the venue for the exhibition and are particularly grateful to Ronnie and Renee Goudie for their help with the exhibition venue. The exhibition drew a lot of attention in the local media, including pieces on Highland Radio and BBC Radio Ulster's 'Arts Extra' programme.



Life & Health Sciences Subject Librarians awarded

Janet Peden and Joan Atkinson are seen here helping first year Nursing student Chantelle Catherwood as part of the First Year Nursing Information Skills Programme. Both Librarians recently received the University of Ulster Team Achievement Employee Recognition Award as a result of the high quality of their support for Distance Learning students in Life and Health Sciences. Based on the feedback coming from the Nursing Department, their continuing efforts (for example, the development of a workbook to support University students using the Cinahl database) are contributing significantly to the success of students in Nursing modules.

Library blogs blossom

Recently the library has made two new blogs available. The Law and Arts blogs aim to provide quick and responsive information support for students. They highlight new print and electronic resources and regularly post solutions to information problems arising from coursework or queries in both areas. Content is fully searchable and comments, feedback and suggestions are encouraged. Access is from the relevant library subject pages or directly from:

<http://ulsterlaw.jiscinvolve.org/wp/> for Law Blog

<http://ulsterlibraryarts.jiscinvolve.org/wp/> for Arts Blog

Lecture Theatre MD007 Refurbishment, Magee campus



“ This is exactly the kind of connected teaching space necessary if students and staff are to be able to exploit contemporary interactive technologies to their full advantage. These spaces are no longer a luxury but a basic foundation for really useful learning. ”

Professor Paul Moore

Chair of the University's Emerging Technologies Sub-Committee

ICT Customer Services recently collaborated with Physical Resources in a major refurbishment programme for the MD007 Lecture Theatre on the Magee campus. Works were completed during the Christmas semester gap and provide the campus with a greatly enhanced teaching and learning resource. The room now has increased capacity, new seating, a custom made tutor console, selectable lighting schemes and improved media technology resources.

Portal Software Download Facility

We have introduced a new Portal service to manage the secure downloading of licenced software applications. Currently the service hosts McAfee malware management tools, SPSS and Microsoft products as well as the first product hosted on behalf of a Faculty; NVivo, an application used to analyze unstructured data. ISD now offers this hosting and download service to the wider University community. Software Co-ordinators should contact the ISD Service Desk for further information (servicedesk@ulster.ac.uk or ext: 66777).

“ The recent welcome addition of NVivo 8 to this excellent download service has provided an easy to use mechanism for our staff and students, allowing them straight-forward access to this analysis software. ”

Alastair Gilmore

Chief Technician and Software Co-ordinator
Faculty of Social Sciences



Retirement of Elaine Urquhart



Mrs Elaine Urquhart, Assistant Director (Library), has taken early retirement and left the University on 31 December 2010. Elaine has been a member of the University Library staff for the past 34 years and has made a major contribution to the success of the library service. She originally joined the New University of Ulster in 1977 as an Assistant Librarian. She was employed in a wide variety of roles that culminated in her appointment as Assistant Director of Information Services (Library) in 2001. Her distinguished and dedicated

contribution was acknowledged by the University in 2008 in the award of the Distinguished Learning Support Fellowship. She was involved in national committees and was an active member of the professional community including setting up the first INSPIRE group in Northern Ireland which focuses on collaboration in the library sector. Elaine has made an outstanding contribution to library services including that of library education. Her colleagues in the Library all wish her a healthy and happy retirement.

SRAS/Secure Laptop Services

Information Services has developed a number of services* allowing the University to meet information security and data protection requirements.

- Secure Remote Access Service (SRAS)
- Secure Laptops Service

Academic colleagues from the School of Nursing have found these facilities to be beneficial.

* www.ulster.ac.uk/isd/itus
(see under **Information Assurance**)



“ Having reliable, safe and secure access to student information systems is essential. Recently, when preparing for the Board of Examiners meeting in Saudi Arabia where the University delivers a BSc Nursing programme, myself and colleagues were able to use a secure laptop to access and input a range of information via the Secure Remote Access Service (SRAS). Being able to securely avail of these services as if we were at home made a critical difference in allowing us to carry out our roles effectively. ”

Jerome Marley, Lecturer in Nursing

If you have a comment or query on any article in this Newsletter, please contact:

John McGurk: j.mcgurk@ulster.ac.uk

or **Ciaran Cregan:** cr.cregan@ulster.ac.uk