

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on 21st April 2016

In attendance

Marion Khorshidian, Campus Library Manager, Belfast
Elliot Lyness, VP Campaigns and Communications (for Conán Meehan)
Mark Millar, Reprographics Manager
Laura Mills, Campus Library Manager, Jordanstown
Kellie Murnion, Site VP Jordanstown
Hannah Rooney, incoming Site VP Jordanstown
Craig Shilliday, ICT Customer Services

Apologies

Conán Meehan, Site VP Belfast

MK welcomed everyone to the meeting and thanked Elliot for standing in for Conán and Hannah for attending as the incoming VP for Jordanstown.

Matters Raised by SU Officers

KM and EL reported that there were no comments in relation to current library services. KM asked if it would be possible to have tea/coffee machines in the libraries since catering outlets generally close at 4pm. MK explained that provision of vending machines in the University is the responsibility of Physical Resources so they should be approached about this. KM asked if library staff would support the principle of having vending machines in the libraries. LM and MK would prefer it if the machines were located close to the libraries but not within them in order to avoid confusion about who is responsible if things go wrong. In relation to Jordanstown, KM suggested the open space adjacent to the upper level of the Assembly Hall as this has casual seating and is just across the walkway from the library entrance. CS and MM noted that there are vending machines on the Mall near Block 7 and suggested that perhaps they could relocate these. LM suggested the Learning Hub as a possible location and that KM should contact Professor Diane Hazlett, Director of the Centre for Higher Education Research & Practice, for support. Prof Hazlett was involved in the creation of the Learning Hub and other similar projects in the University and welcomes comments from students, especially in relation to improvements.

EL commented that a high percentage of student ID cards have to be replaced because they don't work with the access control systems on campus. MM replied that when checked, it appeared that the cards were not always faulty. Andy Drake, the Assistant Facilities Services manager at Belfast had discussed this and is investigating.

ICT Services

CS reported that recent developments such as the self-service portal and eduroam had bedded in. A new Twitter account [@UlsterUnilSD](#) was launched in February to enhance communication with staff and students. It is used to promote existing services and online support; advertise new and enhanced IT Services and alert users about interruptions to service. CS asked if Officers could promote the service to students but stressed that it should not be used instead of the Servicedesk when problems arose.

EL asked about the possibility of opening network ports to enable students to use specialist software (Stream?). CS commented that this request is made fairly often by staff and students but that due to external audit requirements relating to network security, it is difficult to implement. CS to discuss with network colleagues and provide an update.

CS reported that results from the recent ICT Customer Services student survey will be analysed soon. The survey will help to improve the services and support offered to students and provide proof of what is needed to help us in planning. Findings will be made available on the website once analysed.

Reprographics Service

KM asked about progress on the plans to have parking and other agreed point of sales available through student University ID cards. MM reported that an options paper has been prepared but the project is on hold at present. MM to provide update when available.

MM reported that the current multi-function devices (MFDs) have been in place for 4 years and are due for replacement during the next academic year. Documentation is being prepared and comments will be sought in order to gauge demand for new services such as 3D printing, plotters and laser cutters. It is hoped that such services can be managed centrally to ensure access to all who need them, in a similar way to student hub areas. The meeting acknowledged that unlike standard printing, 3D printing etc is time-consuming to produce so consideration has to be given to this in terms of where devices are located.

HR commented on recent difficulties she and others in her class have had with UniFlow top-up. MM asked if this had been reported to printpayment@ulster.ac.uk and explained that this is the most effective way to get issues resolved. For example, where students have deadlines and the issue can't be solved right away, temporary credit can be applied. HR agreed to send details to MM as soon as possible.

Library Services

LM gave an update on the laptop lending pilot at Jordanstown which is proving to be a popular service. There are 12 laptops available and since the pilot began in November 2015, there have been 639 loans. MK added that Jordanstown students using Belfast will ask if laptops are available so it is hoped that the service can be rolled out to other campuses in due course. EL asked if they would be high-spec devices to enable specialist software to be run on them. LM replied that they are intended primarily to enable access to library e-resources, not for faculty work. CS confirmed that faculties request software and that licensing restrictions can lead to limits on the number of devices or locations of the software.

MK reported that:

- self-service online room booking was introduced in January 2016 and is going well. The process is straightforward and rooms are available in all campus libraries. EL asked when the rooms are available and LM confirmed that they are available throughout library opening hours. MK demonstrated the scroll function on the bookings page to reveal the availability and explained that anything in green was available, red was booked. Any suggestions for improvements most welcome.
- during the summer, a new self-service system will be installed in all libraries. Straightforward to use and similar to the system in use in NI public libraries, it removes the need to open the books to issue them which makes the process of self-issue faster. Staff will be available to explain the system to library users in September.
- a new chat service related to online Library Help will be available for a trial period until 28th May 2016, Chat will be available to use weekdays 9am-5pm (4pm on Fridays) and library users with queries will get a real-time response to questions about the Library or using Library resources. Feedback on this trial is very welcome and there is a facility to leave a comment at the end of each chat session.

- the library has devised an accredited EDGE activity called 'Developing Lifelong Information Literacy Skills' which is open to all students. Further details are available at: <http://employability.ulster.ac.uk/edge#activities> and by contacting any of the [Subject librarians](#). SU help to promote the activity will be very welcome.
- there is a new '[You said, we did](#)' internet page to report on the main comments on our service along with the actions the Library has taken to address them. This page will also host an annual summary of all the feedback we received in the previous academic year. Looking at the page, KM commented that it would be useful to include details of alternative study locations like the Learning Hub and the meeting agreed this would be helpful. MK to talk to relevant library colleagues.
- following the results of a user survey conducted in November 2015, we plan to change some of our loan categories. We aim for a 2:2:2 model (2-day loans; 2-week loans and 2-month loans) and hope that library users will benefit from the changes. More details will be made available in due course and SU Officers will be kept informed.

In relation to queries raised by Conán at the last meeting, MK confirmed that swipe access on the stairwell doors was still causing intermittent problems. From now until exams finish, the inner doors will be kept open to help reduce any stress levels in the run up to exams and assessments. With reference to lift access, in liaison with Student Support, a solution is in place for anyone with mobility needs.

LM asked if the SU plans to run their Exam Stress campaign again this semester and offer tea and coffee outside the libraries. EL and KM confirmed that this is planned and information will be available soon.

Health and Safety Issues

MK asked if students had raised any health and safety issues concerning the library, IT or reprographics services but there were none to report.

Date of next meeting

The next meeting will be held in Jordanstown in semester one. LM will circulate details nearer the time.

LM and MK finished by thanking KM for her contribution to the meetings and wished her well for the future.