Finance & Information Services Department
Library

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on Wednesday, 8th May 2013.

In attendance
Marion Khorshidian   Campus Library Manager, Belfast
Ann Lafferty   Reprographics (for Mark Millar)
Malachy McCrudden   Site VP Belfast
Laura Mills   Campus Library Manager, Jordanstown
Craig Shilliday   ICT Customer Services
Emma Thompson   Site VP Jordanstown

Matters raised by Students Union Officers
JORDANSTOWN
ET reported that complaints had been received in Jordanstown which related to the apparent lack of Wi-Fi for students. CS replied that colleagues in the ISD Network team investigate any problems reported through the Service Desk and they were aware of recent complaints. CS advised that students should report problems right away and be specific about the device they are using and their location when trying to connect. This information helps the Service Desk and network team to pinpoint any problems. For example, if the device is an android phone, it may not pick up a signal as efficiently as a laptop in the same location or perhaps the location is not one designated as a Wi-Fi zone.
ET suggested that a checklist could be designed so students/staff have all the information they need before contacting the Service Desk. LM added that this would be useful for library staff also and CS agreed to mention this to colleagues.

Wi-Fi zones outside the library were discussed and CS reported that a list of designated zones is available on the ISD website at:
http://ulster.ac.uk/isd/services/networking/wireless-services/wireless-locations
ET commented that these are almost all in public areas which are not comfortable for long periods or conducive to study. LM added that at busy times in the library, staff members suggest that students relocate to one of the computer labs on campus, where fixed computers are available.

CS reported that the student Wi-Fi system is to be modified during summer 2013 and that this may help to address some of the problems. ET asked if it would be expensive to install a Wi-Fi access point in the SU area as students may prefer to use this if reliable Wi-Fi was available. CS agreed to raise this.

After further discussion, it was suggested that ISD induction for new students could be modified to include a statement about designated Wi-Fi zones on each campus. Hopefully this will manage any student expectation of Wi-Fi being available everywhere. The possibility of re-introducing Wi-Fi drop-in sessions which might help to address issues such as the capacity and capability of a device was discussed. LM reported that these had not been successful in the past and this may have been because their purpose was not made clear to students. CS added that the FAQs related to wireless would be updated over the summer and that additional information could be incorporated and advertised to students. MK agreed to raise both issues at the next meeting of the Library/ISD induction group.

BELFAST
MMcC reported that Wi-Fi is poor in some areas of the Orpheus Building (Block 81) and agreed to get specific information about locations to pass on to CS. Students on Level E of Block 82 had reported intermittent problems with Wi-Fi even though the system had been improved last year. CS asked if the problems related to capacity or performance. MMcC replied that most comments referred to the speed of connection and CS commented that this could be due to an older device being connected in the same area at the same time. When devices connect, the system identifies the capability of the device and if all devices are high capability then speed is not affected. If, however, one device has a lower capability then the system slows to accommodate this.

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MMcC commented that the computers in the library at Belfast were old and asked if there were any plans to replace these. MK replied that new Macs had been ordered and would be installed over the summer. MMcC asked for information about the software that would be available because some computers in studio areas had much higher versions than those available in the library at present. MK replied that computers in studios often have different software as this is closely allied to teaching and that those computers are bought by Faculty. MK to contact Ann McSherry about software for the Macs then send details to MMcC when available.

ICT Services
As mentioned above, the student Wi-Fi system is to be modified during summer 2013. This will mean that following an initial log-in to the network, devices will authenticate automatically while the password is current.

The live@edu email system is managed by Microsoft and will be replaced during summer 2013. The University has been notified that a new system called Office 365 will be introduced and that this will provide an improved package for students. Student email addresses will remain the same and once the core applications have been phased in, additional tools such as instant messaging, calendaring and web apps should become available. ET asked if Alumni will be notified of this change and if there will be any impact on their accounts. CS replied that the retention of email by Alumni is subject to review by the University but there has been no change to the policy which would affect the move to Office365 for Alumni accounts. Therefore they will be migrated in the same manner as current students"

Reprographics Services
AL updated the meeting on the move to cashless payment for printing and copying throughout the University. Following final testing by WPM, cashless payments and follow-me-printing should be available in July 2013.
MK noted that there had been relatively few problems with printers during periods of peak demand recently. The problems that did arise related to the card reader attached to the print queue computer rather than the printers themselves and with the introduction of cashless payment, the card reader and print queue will not be required. In comparison to the printers previously used at Belfast, the Canon fleet has proved much more reliable and MMcC agreed that far fewer complaints were made by students about the printers now. LM reported that there had been some problems with printers in Jordanstown but that this may have been due to confusion about who to contact i.e. Reprographics, Canon or ICT staff. AL agreed to clarify the process and report back.
MMcC asked if large format and specialised printing would be introduced soon. It was agreed that MMcC would make a list of the types of printing students would like to see available on campus and then pass this to Mark Millar for consideration.

Library Services
There was nothing to report.

Health and Safety Issues
LM asked if students had raised any health and safety issues concerning the library, ICT or reprographics services but there were none to report.

Date of next meeting
The next meeting will be held in Jordanstown in November 2013. LM will circulate details nearer the time.

As Emma will not be back in the new academic year, the group thanked her for her valuable contribution and wished her well for the future.

Marion Khorshidian
Campus Library Manager
9th May 2013