

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Thursday, 27th November 2014.

In attendance

| | |
|-----------------|-------------------------------------|
| Ann Lafferty | Support Assistant Reprographics |
| Colum Mackey | Site VP Jordanstown |
| Laura Mills | Campus Library Manager, Jordanstown |
| Craig Shilliday | ICT Customer Services |

Apologies

| | |
|--------------------|---------------------------------|
| Sarah Gordon | Site VP Belfast |
| Marion Khorshidian | Campus Library Manager, Belfast |

LM welcomed everyone to the meeting and passed on apologies from SG and MK

Library Services

CM reported that SG had not passed on any Belfast issues for discussion.

CM presented a paper to the meeting (copy below Appendix 1) requesting 24 hour library opening.

The paper will be presented to the Student's Union Forum on 3rd December 2014.

LM asked CM to clarify what facilities students wanted 24 access to and reminded the meeting that Belfast and Coleraine already have 24 access to IT areas in the libraries and both Jordanstown and Magee have 24 hour access IT Labs.

CM explained it was access to social learning spaces rather than IT areas students required.

LM remarked that the SU paper refers to Queen's University opening times and these hours are possible as security staff are employed to police the libraries outside core hours.

CM highlighted the social learning space available in Block 12 as the type of facility student's would like to be available 24 hours. LM commented that at Jordanstown similar spaces are available along the Mall and it may confuse what facilities students require if 24 hour library access is requested.

LM also highlighted that this year the libraries will have longer extended opening during the exams.

CM will e-mail a copy of the paper to LM which will be forwarded to other CLMs and senior library management.

LM asked CM if there was any student feedback on the 9.00pm closing trial. CM had none to report.

LM listed some of the service activities the saved hours had allowed staff to develop.

CM asked about the Belfast 2015 library move and if library services would be available for semester 3 students. LM assured him the library would only close for 1 week at the end of the summer exams. CM also asked about plans for the 2018 library. LM gave some basic information on number of floors and location of book stock and learning spaces but details on facilities and services that would be available had not yet been agreed.

CS told the meeting it is planned to have a Support Centre on the new Belfast campus to include IT, Finance and Registry but was unsure of the exact location. The meeting welcomed this as useful support for students.

ICT Services

CS reported that students have been informed that the student WIFI network would end on Friday 28th November 2014 though it will not be switched off until Monday morning 1st December to allow continuity of service over the weekend for library users. All students should now use Eduroam as it provides more stable WIFI access. CS would forward an e-mail to all library

managers so Issue Desk staff would be aware of the change and CM would also communicate the change via the SU Facebook page. CS clarified that all students should use Eduroam regardless of the type of device they use. He also reported that the majority of students already use Eduroam so hoped there will be little disruption on Monday but confirmed any problems should be reported to the ISD Service Desk. It is hoped this will resolve many long term issues and support mobile printing when it becomes available. CM asked about large file printing but CS thought this should not be a problem though the use of old devices may slow the process.

CM asked about WIFI in the Halls of Residence. CS explained this was not the responsibility of ISD but was out-sourced. Any problems should be reported to the Accommodation Office. CS told the meeting that ISD planned to introduce NorMAN, an out-of-core hours ICT support service, in semester 2. It will provide 24/7 support for issues such as password access including Athens, printing issues and Blackboard enquiries. It will not provide a complete service but will resolve basic enquiries. There will be a communication plan in place for the launch of the service and CS will liaise with Mark Millar, Reprographics Manager, over the launch.

Reprographics Service

AL reported that mobile printing was currently being trialled with staff and it would be extended to include students. It is planned to introduce mobile printing in semester 2. LM and AL discussed ensuring frontline staff would be trained to support the introduction of the new service. AL mentioned that a launch date had not yet been confirmed but that all students and staff would be informed when mobile printing became available. AL informed the meeting that PayPal had been successfully tested within Reprographics for print payments and was now with the Finance Department to sign-off. Again it is hoped it will be introduced in semester 2.

Matters Raised by SU Officers

Following on from the previous discussions CM had no further issues to raise.

Health and Safety Issues

LM 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 Belfast in semester two. MK will circulate details nearer the time.

Appendix 1

Library opening hours around exam time

It was brought to the attention of the Students' Union from students at meetings of both Student Council and Course Rep Forum that there is a desperate need of extended library hours at certain times of the year. Coursework deadlines and exams are on the horizon and our students need the resources and space to study. Many of the students spoken to have been forced to purchase membership at the library provided by Queens University Belfast to meet their need for a resourced 24hr study space. As a serious provider of higher education the University must ensure that students are sufficiently supported to achieve high standards of work, with access to facilities being a key part of this.

The Students' Union would request that the library open 24hrs during coursework intensive periods and in the period around exams.