Finance & Information Services Department
Library

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Wednesday, 28th November 2012.

In attendance
Marion Khorshidian   Campus Library Manager, Belfast
Keith Livingston   ICT Services Manager
Malachy McCrudden   Site VP Belfast
Mark Millar   Reprographics Manager
Laura Mills   Campus Library Manager, Jordanstown
Emma Thompson   Site VP Jordanstown

Library Services
LM referred to the issue of power-point access in Jordanstown library for students using laptops. There had been a couple of instances of students pulling out plugs of library equipment to use their laptops. LM asked ET if the SU Facebook page could ask students not to unplug library equipment. LM is hoping to buy suitable furniture for the library so more existing power-points can be accessed. MK reported that WIFI access at Belfast had improved and due to staff changes a new study room was available in the Belfast library.
MK briefed the group on the planned Belfast library move in 2015. The library will be located in new premises (the current Playboard building) for three years before its final move in 2018 to the new Belfast Campus. MK is working with Physical Resources Department to keep the SU updated. A short closure period will be necessary in June 2015 to complete the move. Library and 24 hour IT facilities will be available at Jordanstown for Belfast students. All students and staff will receive communication prior to the closure and additional borrowing will be in place.

ICT Services
KL reported that conflicting network issues had been resolved and WIFI capacity was increased at Belfast. The ICT Support Co-ordinator on the Belfast campus was currently vacant. MK and KL agreed that IT problems should be referred to library staff at Belfast for escalation to the IT Helpdesk.

Reprographics Services
MM updated the meeting on the installation of Canon printers throughout the University. MM appreciated the co-operation of students in supplying examples of printing problems to Reprographics for trouble-shooting such as some Blackboard files not printing It is planned to introduce cashless payments and follow-me-printing by Easter 2013.
MM reported on the closure of the Reprographics Office on the Jordanstown campus. Arrangements for providing a binding service will be in place and MM asked the SU assistance in passing details of the service to the student body.

Matters raised by Students Union Officers

MMcC asked about the provision of MACS and PCs on the Belfast campus. MMcC reported how slow the older MACs were at Belfast and were unable to open some applications such as Snow Lion. MK reported that the MACs were now outside the refresh cycle period. KL reported that Ann McSherry, Campus ICT Manager, was reviewing MAC provision on the Belfast campus. MMcC asked if old equipment could be used by the SU. KL reported there was a disposal procedure in place but would raise the issue with Ann McSherry. ET and MMcC discussed the possibility of placing old PCs for students use in the old bar area on the Jordanstown campus. KL highlighted the issue of support for the PCs should they be relocated in the SU as it would be outside the responsibility of the University's IT services.

ET presented the group with copies of a list of students concerns about the services provided by the library, IT and Reprographics.

The group went through the list point by point and the finished document it is available on the Student Charter page at http://ulster.ac.uk/isd/students/getting-started/student-liaison-meetings under Student Issues Nov 2012.

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 March 2013. MK will circulate details nearer the time.

Laura Mills
Campus Library Manager
4th December 2012