

## **ULSTER UNIVERSITY**

### **STUDENT LIAISON GROUP MEETING**

Notes of a meeting held on Tuesday 12 May 2015 at 2.00pm in MM208b Magee

#### **PRESENT**

Rosina Doherty-Allan (Library Services), Ann Lafferty (Reprographics Services), Nicola McCay (ISD), Micky Quigg (UUSU),

#### **APOLOGIES**

None received

Rosina welcomed the group.

#### **NOTES OF THE LAST MEETING 28/1/15**

#### **ACTIONS ARISING**

Micky Quigg reported on feedback about printing problems received from students about printing problems that had been experienced. He presented a snapshot survey which outlined feedback about the library staff and the printing and ICT service in the library. There was discussion about the feedback. It was noted that there was more negative comments about the printing services than positive comments but it was acknowledge that such a snapshot often provided feedback at either end of the spectrum of experiences.

#### **ACTION:**

- **Micky Quigg to provide an electronic version of the survey**
- **Anne Lafferty to share with Head of Reprographic Services**

Rosina Doherty-Allan reported that she had received no further information from Ciaran Cregan about whether fines money would contribute to the laptop lending pilot.

#### **ACTION:**

- **Rosina Doherty-Allan to get information about the use of fines money for the laptop lending pilot**

### **1. REPROGRAPHIC SERVICES**

There was discussion about the snapshot survey and the recent printing problems experienced by students. It was agreed that while the survey sample was small it was a helpful barometer of opinion about the library and reprographic services. Ann Lafferty reported that the recent printing problems were currently being investigated and that a full report was not yet available. Canon had reported that no changes had been made to the service which would have contributed to the problems

experienced. WPM had also reported that no changes had been made to their service which would have contributed to the problems. Investigations were now concentrating on the University's network and the impact of heavy traffic at key times on the reprographics service.

Micky Quigg raised the issue of the no refunds policy operating for reprographics and mentioned that this had the potential to impact onto final year students who may have credits at the end of their studies but had no facility to reclaim the money attached. Ann confirmed that there was a no refund policy in relation to reprographics credits. Ann explained that final year students could nominate a student to transfer of the credits. Reprographics Services would then transfer the credits to the nominated student and the student could reclaim the money from their nominated student. It was agreed that this was not ideal and placed the onus on the student rather than Reprographics Services to resolve the issue of outstanding credits. It was agreed that better communication to students about this may be helpful.

Ann Lafferty reported that the ability to top up credits outside of the University networks was being investigated.

**ACTION:**

- **Ann Lafferty to share the outcome of the report about the recent printing problems**
- **Nicola McCay to investigate if there was any information available from ISD about what might have caused the issues**
- **Micky Quigg to email enquiry about the refunds policy to Mark Millar**
- **Ann Lafferty to investigate the use of a global email to students to communicate information about the no refunds policy**

**2. ISD**

Nicola McCay reported that ISD had developed their refresh work plan and intended to refresh 70 monitors in the MF IT suite, 110 monitors and 55 monitors respectively in the library as well as refreshing 4 PCs for using with software for students with disabilities. There was discussion about the current location of JAWS software in Student Support. Rosina Doherty-Allan advocated that as Student Support operated office hours it may be worth considering making this software available in the library which operated much longer opening hours.

Nicola McCay reported that there would also be work carried out with updating software and on the 'student image' for student PCs over the summer.

There was discussion about the arrangements for PC cleaning. Rosina Doherty-Allan reported that she had received a complaint about the lack of cleaning of PCs in Coleraine Library and that this had been passed to ISD colleagues. She confirmed that she had requested that PC cleaning in Magee Library also be considered.

**ACTION:**

- **Nicola McCay to investigate the possibility of moving the JAWS software to the library which has longer opening hours**

- **Nicola McCay to follow up with ISD colleagues regarding progress with PC cleaning arrangements**

### **3. UUSU**

Micky Quigg reported that he had been returned as VP for Student Affairs for a further term. Colm Mackey had been returned as President of UUSU.

Work was ongoing with regard to the student experience forms and opportunities for students to meet with Deans continued.

UUSU have been involved in a number of disciplinary procedures involving students.

There was considerable work completed and ongoing related to the Sports Awards, UUSU Awards for Societies and Groups and the Learning and Teaching Awards.

Micky Quigg reported that he had met with Ciaran Cregan to discuss the Library Services' Student Charter which was in the process of being reviewed. He had provided input into the charter and reported that UUSU were happy with this document.

### **4. Library Services**

Rosina Doherty-Allan reported that work on the laptop lending pilot was ongoing. The pilot would run at Jordanstown Library initially and subject to reports and recommendations resulting from the pilot would be rolled out to other libraries.

E-payments had been launched and uptake of this additional option for payment of fines was increasing. There were no reports of issues or problems with this service.

An improved online Document Delivery service had been launched in mid-February. Online Document Delivery services were much more accessible and visible on the library's website and as a result uptake of the service was increasing. Rosina Doherty-Allan provided the example that in Magee, there were 22 requests in December 2014 and that following the re-launch of the service there were 88 requests in March 2015.

A Roving Help activity was delivered in April and May in Coleraine and Magee libraries to support students as they prepared for exams. 28 hours of Roving Help activity was provided.

Extended opening hours across all library services would be available to support students preparing for exams. These included later evening and longer hours at the weekend.

Rosina Doherty-Allan reported that Magee Library had engaged with the UUSU Green Impact Environmental Scheme and had been awarded the Bronze Award for their efforts. The work to achieve this had been completed in a very short space of time. Rosina Doherty-Allan thanked Micky Quigg for including the library in UUSU's

Fair Trade week activities and concluded that this had been instrumental in helping library staff achieve the award.

**5. DATE OF NEXT MEETING**

Stephanie McLaughlin (CLM Coleraine Library) will arrange the next Student Liaison Group meeting which will be located in Coleraine.