

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Thursday 15 December 2016.

In attendance

Marion Khorshidian	Campus Library Manager, Belfast
Nicola Kirkpatrick	ICT Customer Services
Conan Meehan	Site VP Belfast
Laura Mills	Campus Library Manager, Jordanstown
Hannah Rooney	Site VP Jordanstown

Apologies

Mark Millar	Reprographics Manager
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LM welcomed everyone to the meeting and thanked NK for attending on behalf of ICT Services. Mark Millar passed on his apologies.

Library Services

LM circulated details of the new Library Borrowing and Fines Policy (Appendix 1). After a brief discussion on the main changes to loan periods and fines LM asked CM and HR to circulate to SU members and Course Reps. Also that any feedback would be very welcome. Both CM and HR welcomed the changes allowing students to borrow more books for longer and the reduction in the level of fines. LM remarked it is hoped the new policy will encourage increased borrowing. Hopefully statistics will be available for the next SU/F&ISD meeting in semester 2. LM raised the issue of payment for lost books. The proposal is users would pay £35 for any lost items as this is the average book price. There followed a discussion on if this was a reasonable amount to request from students. It was observed the benefits and drawbacks depended on the cost of the lost book. CM asked if it would be possible to allow students to pay by instalments. Both MK and LM thought this a helpful suggestion and will forward to the Library Management Team. The response will be reported back to CM and HR. LM added that the cost will be refunded should the book be found.

LM asked CM and HR if they had received any feedback on the new self-issue RFID kiosks. They were not aware any issues. MK and LM explained why the RFID system had been introduced and it will be interesting if use of self-issue kiosks increases.

LM reported on the development of study spaces in the Jordanstown library. New furniture was in place on the ground floor for group work in the Social Learning Space. HR asked about the availability of power sockets throughout the library. LM was aware this was an issue and tried to place suitable furniture close to electric sockets. The meeting recognised the budget considerations to supply power and data in the library. There followed a short discussion on the facilities in the Student Hub on campus and HR reported this now has 24hour opening. Previously it had the same opening hours as the library.

CM raised the issue of students "booking" PCs by leaving bags and personal possessions in the library at Belfast. MK responded there is little staff can do as it is not appropriate for staff to remove personal possessions.

CM asked about lift access in the Belfast library. MK reported this had been resolved and passenger lifts now met the security needs of the library.

ICT Services

NK provided a very useful update on several ICT Service issues.

- Explanation of the PC closing down policy. After 30 minutes' non-use the PC screens will go blank and the PC shut down after an hour. This is a security measure to protect students who may leave PCs still logged on.

- The use of pen-drives. NK urged students to be advised to back-up all work to OneDrive as it is not possible to retrieve documents from pen-drives if damaged or corrupted.
- Plans for IT Labs. The budget process will identify priorities for PC refreshes especially in the context of the move to GBD 2019. It is recognised facilities at Jordanstown must remain compatible with other campuses.
- The development of access to new technology throughout the University such a Ladybug a new educational interactive device. NK is working with Kenny McCartan on the rollout of new collaborative group learning spaces especially the digital classroom currently located in 15J19. NK will ask KM to invite HR and CM to future training sessions on the new technology.
- Follow-up on the ICT Student Survey. This has resulted in improvements to Eduroam, support for WIFI connectivity through ICT pop-ups at start of semester 1, production of ICT leaflets and ICT presence at Open Days.
- The issue of communication was discussed. ICT has developed a “one-way” twitter account so enquiries cannot by-pass the Services Desk
- In conclusion NK asked HR and CM if ICT could forward an article on ICT developments for inclusion in the SU Newsletter. HR and CM welcomed this suggestion and advised the article should be sent to Karen McKillop in the Students Union.

Reprographics Service

Though unable to attend MM supplied the following update which was circulated to the meeting.

Cashless payment developments – A paper is with IT senior team to review the options for cashless payment on campus. The review looks at tap-and-go cards, NFC (near field communication) mobile phones and our own ID card. We are only using ID cards for print payment at present so it was best to review all the options. This will be part of service reviews in the new year and I hope to have an update for the next meeting.

MFD/printer fleet – Our contract with Canon is now over 4 years old and we are going back out to market to select a new supplier, range of services and equipment. The new supplier will be required to meet with all sections of Ulster’s community to determine the needs for the next few years and look at new services that maybe required. We would see the student environments having various requirements based on campus, courses and what time of year so please discuss printing in your own meetings and feedback any ideas. A new supplier should be awarded around Feb. or Mar. 2017.

The meeting would like a timeline on the development of cashless payments. Also the need for increased access to colour printing to be factored into the contract for the new MFD supplier. LM will forward both these requests to MM.

There was a discussion on how the change to student e-mail addresses had impacted on printing. NK commented that ICT were unaware of the change. A communication plan has been requested from the Project Manager and the change has been postponed to summer 2017 due to the high risk nature of the project.

Matters Raised by SU Officers

CM and HR asked about a binding service to be available in the libraries or anywhere on campus. The Student’s Union offers a service but if staff are not available there is nowhere to direct students. LM will forward the request to MM as Reprographics did offer this service but it has ceased and students are now directed to outside printing companies. CM commented this can result in lengthy waits for bound course work.

CM asked about the availability of Subject Librarian support in the Belfast library. MK said there is a subject librarian, Lorna Reid, who delivers induction and subject classes. MK also provides

subject support to students. It was suggested students should ask in the library or check the library web pages to find contact details when they require help.

CM reported that the issue of name badges for staff had been raised at the Student Council. LM and MK responded this was unlikely to be put in place. LM explained that the introduction of name badges had been explored several years ago and was not successful. There are issues especially concerning social media sites that made staff uncomfortable. LM wondered with the increasing use of lanyards for staff cards if name badges were necessary.

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.

Laura Mills
Campus Library Manager
19 December 2016

APPENDIX 1

Library Borrowing

Library Borrowing

Most items are available for loan for a two-month loan period, known as standard loan. More heavily used items are restricted to two-week loans or two-day loans. Two-week and two-day loans are identified by blue and red spots on the book spine while standard loans have the shelf mark only. The table below lists how many items can be borrowed from each loan type, by category of student or other library user.

Undergraduates: Borrowing Entitlements

Type of Book	How many and how long	Fines
Standard Loan	12 for 2 months	10p per day
Two Week Loan (blue spot on spine)	4 for 2 weeks	50p per day
Two Day Loan (red spot on spine)	4 for 48 hours (no renewals)	£1 per day

Research Students: Borrowing Entitlements

Type of Book	How many and how long	Fines
Standard Loan	25 for 2 months	10p per day
Two Week Loan (blue spot on spine)	4 for 2 weeks	50p per day
Two Day Loan (red spot on spine)	4 for 48 hours (no renewals)	£1 per day

All Library material on loan may be recalled at any time which may require the return of an item sooner than the original due date. Items on loan can be returned to any campus library.

Renewing Library Loans

Standard and two week loan items can be renewed twice by borrowers. All Library loans are subject to recall if requested by another borrower. If an item is on loan and it has been recalled, it must be returned within 7 days. Recalled items cannot be renewed.

Please note, **two day loans cannot be renewed**.

Ways to Renew

- **Renew using self-service kiosks** in the Library via 'My Account' option
- **Renew online** using [My Account](#) in the Catalogue or the [University Portal](#) (Library & ICT tab).
- **Renew in person** in any Ulster University Library
- **Renew by telephoning** staff in any Ulster University Library during [Library opening hours](#).

Contact details available via the [Contact Us](#) page.

[More information about fines & other charges](#) is available.

Fines and Other Charges

Fines can be paid (cash or cheque) at the library desk or students & staff may use our [online payment facility](#).

Fines are in place to increase the availability of materials by encouraging users to return materials for the benefit of other Library users. The Library understands that in some circumstances it can be difficult to return or renew books or other materials on time. Library users are encouraged to contact the Library as soon as possible if they experience any difficulties.

Fines are calculated according to the category of material. High demand materials are available to borrow for shorter periods and higher charges apply if such material is returned late. The current maximum fine that can be charged for each item is £10. If a Library account has fines in excess of £5 a Library user will not be able to renew, reserve or borrow any materials.

The Library will apply charging policies in a fair and consistent manner. Fines may be waived or reduced only where exceptional circumstances apply, for example, when a user has been ill. The Library will waive any fines incurred due to Library error.

Avoiding fines

The Library will encourage all users to avoid accruing fines by:

- Regularly checking their Library record via "My account" which can be viewed and managed at the self-service kiosks in the Library or online (Ulster students and staff only).
- Renewing materials online before they become overdue.
- Keeping any receipt generated at time of issue as a reminder of when the item is due back.

- Checking emails from Ulster University Library. Users will be reminded by email before materials become overdue or if an item has been recalled for use by someone else. If a user believes the details in an email notification are incorrect, it is their responsibility to contact the Library immediately.

Notes:

- Non receipt of a 'reminder' email is not acceptable as a valid reason for not returning an item. It is a Library user's responsibility to check the due date and return materials by the date specified.
- Users should not lend their Library card or any Library materials issued to them to anyone else. All Library materials issued on an individual's Library card are their responsibility.
- Materials on loan may be recalled after a minimum of seven days if required by another library user. A reservation on material on loan will block any renewal of this item by the current user.

Overdue notices

Overdue notices are sent by email as a courtesy to Library users. Staff and students of the University will get these notices via their University email account. Alumni, SCONUL, Inspire and any other Library users should check the email account they used to register with the Ulster University Library. Failure to receive notices sent by the Library does not negate a user's obligation to return material by the due date, nor does it constitute grounds for reducing fines.

How does the Library spend fines money?

All fines money is used to support the student library experience. This includes purchasing additional copies of high demand texts.