

**Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Wednesday 31 January 2018.**

**In attendance**

Meghan Downey	Site VP Belfast
Marion Khorshidian	Campus Library Manager, Belfast
Oisín Kinsella	Site VP Jordanstown
Laura Mills	Campus Library Manager, Jordanstown

**Apologies**

Mark Millar	Reprographics Manager
Craig Shilliday	ICT Customer Services

LM welcomed everyone to the meeting and noted Craig Shilliday and Mark Millar's apologies.

**Library Services**

LM updated the meeting on issues raised at the May 2017 meeting.

- Jordanstown library introduced 8.45am opening from the start of semester 1 2017/18. LM has received only one written complaint concerning the change. Neither MD or OK reported any student feedback on the move from 8.00am to 8.45am opening.
- MK reported that laptop lending is to be introduced at Belfast at the start of February. Twenty-four laptops will be available for students to borrow in the library. Both MD and OK welcomed the introduction of this new service.
- LM has forwarded a request to Janet Peden, University Librarian to increase the number of power sockets in the library and purchase a 6 power tower for use in the flexible learning space. Both requests will depend on budget allocation.

LM and MK highlighted other key developments in library services. From 1<sup>st</sup> February the booking times of the Group Study Rooms with change to quarter past the hour for one hour slots. The change is in response to the recent Library survey findings. LM confirmed that the full survey report will be available to all students when complete.

**ICT Services**

OK raised the issue of the capacity and reliability of Eduroam on the Jordanstown campus. He had received several complaints from students and expressed concern about the SU elections 5<sup>th</sup> – 7<sup>th</sup> March which has online voting. LM will forward the issue to CS, highlight the SU election and the request for increased capacity on the Mall.

**Reprographics Service**

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

- ID Card and Cashless payment program is on hold until the new Director of Campus Life is appointed. The project is planned to include full input from the Students' Union to help plan the card technology, cashless on campus services and possible integration with external service like Translink. The change in technologies may offer mobile phone and card based authentication and payment options and the project next year will review the options that best support Ulster students.
- MFD fleet and UniFlow supporting software is long overdue replacement. A tender is with the procurement department and should be out to market with a new supplier awarded before May 2018. The new supplier will be required to engage with the Ulster student body and Students' Union to plan the development of print and related services. This will

include better mobile device support and home working. The Students' Union should keep a list of items they would like to discuss with the new supplier so they are prepared for the engagement process once it begins.

MD asked if a list of printers and their location could be produced for the Belfast campus. This would be especially useful around deadline dates to help manage the demand for colour printing. LM will forward the request to MM.

#### **Matters Raised by SU Officers**

OK raised the issue of the screen on the Mall which displays Translink train times. He asked if the display could be clearer to distinguish between bus or train times. LM will check which department has responsibility for the screen and can contact Translink.

MD and OK asked about introducing free print credits for "target" students ie as reward for greater involvement in University life or personal achievements. The meeting agreed this would be an excellent way to encourage and reward greater student engagement. LM will forward the suggestion to MM.

OK raised the issue of different classification schemes across the campus libraries. LM and MK confirmed that investigating the implications of moving to a single classification scheme was included in the current Library Services Strategy.

OK had been asked about WC provision on the Belfast campus. MK explained the provision of ladies/mens toilets on alternate floors and the location of Disabled Access toilets.

#### **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  
1 February 2018

