

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on Friday 1st May 2015.

In attendance

Sarah Gordon	Site VP Belfast
Marion Khorshidian	Campus Library Manager, Belfast
Colum Mackey	Site VP Jordanstown
Conan Meehan	Incoming Belfast VP
Laura Mills	Campus Library Manager, Jordanstown
Craig Shilliday	ICT Customer Services

Apologies

Mark Millar	Reprographics Manager
Kellie Murnion	Incoming Jordanstown VP

LM welcomed everyone to the meeting and received apologies from Mark Millar and Kellie Murnion.

Library Services

MK updated the meeting on plans for the Belfast library move.

The GBD project delivery team advise that library services will be disrupted from 25th May 2015. The GBD team, Library and ISD colleagues are working together to develop a suitable solution which will be in place for approximately 6 weeks. Access to stock will be restricted but a 'request and retrieval' service will be put in place for anyone wishing to borrow. Students required to clear their records before graduation will still be able to do so. Further details will be provided soon via the fact sheet on the library homepage.

SG suggested the SU social media could help communicate arrangements to students.

MK informed the meeting that during the Festival of Fools the Provost had agreed that the foyer of the Belfast campus may be used depending on weather conditions. Signs are in place warning of possible noise disruption.

SG asked about the future of the slide collection. MK explained that there are two separate collections held in the library - one is library stock, the other belongs to the Faculty. They will move to the temporary library while further discussions take place about the future of the collections.

LM reported the main project facing Jordanstown library was downsizing the collection for GBD 2018.

LM assured the meeting that library subject teams were liaising with academic staff on stock retention.

SG remarked on the increasing use of e-books and LM confirmed that 9.00pm closing had released frontline staff for training on e-books to provide better support to students.

ICT Services

CS reported on the success of the move to Eduroam. Fewer problems have been referred to the Service Desk and the SU officers confirmed they have received less complaints from students. It was agreed that Eduroam clearly provides a more stable service.

CS informed the meeting of future plans to provide a self-service help desk via the student portal. This will allow tracking of problems and the development of a knowledge base in

response to logged enquiries. The launch of the portal service will be promoted to the student body.

CS updated the meeting on the out-of-hours service (NorMAN) which has proved very successful with 5-10 contacts per night. He also thanked the SU for their help with the launch of the service.

For academic year 2015/16 CS told the meeting ISD plans to update and simplify its website in time for the induction period.

Reprographics Service

The SU officers had no issues they wished to raise concerning the printing service.

Matters Raised by SU Officers

CM asked about the provision of generic e-mail addresses for SU clubs and societies. CS explained that such e-mail addresses, ending .org, would not be possible through the University's e-mail service. However CS said he would refer the matter to ICT for further consideration.

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 Jordanstown in semester 1 2015/16. Details to be circulated nearer the time.

LM and MK concluded the meeting by thanking SG and CM for their contribution to the SU-Library-ISD meetings and wished them well for the future.

Laura Mills
Campus Library Manager
8/5/15