

## **Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Monday 21st January 2019.**

### **In attendance**

Conor Keenan	Site VP Jordanstown
Marion Khorshidian	Campus Library Manager, Belfast
Mark Millar	Reprographics Manager
Jeanie Parris	Campus Library Manager, Jordanstown
Craig Shilliday	ICT Customer Services

### **Apologies**

Meghan Downey	Site VP Belfast
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MK thanked everyone for coming and noted the apologies. Jeanie Parris was welcomed in her capacity as Campus Library Manager Jordanstown, replacing Laura Mills who retired during Summer 2018. Members expressed thanks to Laura for her contribution to this liaison group over many years.

### **Actions from the last meeting**

MK confirmed that the additional power sockets were installed in the balcony area on Level E in the Jordanstown library during summer 2018.

In relation to the Translink information displayed on the plasma screen on the Mall, CK was unable to report if any discussion had taken place with Marketing & Communications. CK to follow-up with MD.

A list of MFD locations on Belfast campus is available and MM will review again to ensure accuracy.

MK confirmed that new furniture was installed in Jordanstown and Belfast libraries and an upgraded Wi-Fi system put in place in Jordanstown during Summer 2018.

On the topic of introducing 'free' print credits to use as an incentive for SU activities, MM reported that discussions will be held with SU personnel.

### **Library Services**

- The new furniture installed at Belfast & Jordanstown is proving popular and feedback from students will inform future purchases. For more information see:
- <http://www.ulster.ac.uk/insight/news/2018/11/new-social-learning-spaces-in-campus-libraries/>
- A student survey took place Nov/Dec 2018 and a report of the responses will be published and shared when available. We appreciate the fact that students complete the survey as the responses can help us to improve services if required.
- The libraries were pleased to be able to collaborate with SU on their exam stress campaign (tea/coffee, care baskets) and the Advice Bureau pop-up in Jordanstown as well as collaborating with Student Support by locating Mind your Mood (anti-stress boards) in the libraries.
- MK outlined an upcoming library promotion to remind/alert library users about the range of [subject guides](#) available online. We plan to run this promotion during week beginning 4<sup>th</sup> March 2019 and will appreciate SU support to get the message out that the promotion is taking place. Colette Cassidy, Site VP Magee, co-ordinates the SU 'Did you know' pages and has agreed to advertise the event. Library staff will liaise with Colette as appropriate.

## ICT Services

CS reported that:

- Adobe Creative Cloud products are now licenced for all library and centrally-supported IT labs. Discussions are on-going regarding the possibility of funding some licences for student personal devices but costs are prohibitive for all. Faculties are considering funding on a per-course need basis.
- Self-Service Password Reset – will launch during semester 2 as optional. Will allow 2 from 3 alternative mechanisms to self-reset a password from Office 365 (text code, alternate email address, secret questions and answers). Will review with possible mandatory registration for SSPR from 19-20 A/Y onwards upon first login to O365.
- Portal – the new Portal was launched sooner than planned as a consequence of an unrecoverable issue with the older version. Feedback has largely been positive, as CK agreed.
- **#uudigitalsafety** campaign has been launched with two issues promoted to date – phishing and password management. This information was sent to students via email and is also available within the [UniDesk Self-Service Portal](#) (which we would encourage all staff and students to use). Further to this IT Security advice for end-users, ISD are also investigating some more technical enhancements to our IT Security infrastructure to help protect end-users.

## Reprographics Service

MM reported:

- ID Card – The ID card platform is to be moved to a payment method as part of the new commercial direction being taken by the Director of Campus Life. The director has been engaging with the students’ union relating to the development of service and possible related services.
- The MFD tender is nearly complete and will be going to market shortly with a new supplier to be appointed by May/June and hardware to be replaced during the summer. The supplier will be tasked to engage with the students and staff to construct a range of equipment to manage all our requirements.

## Matters Raised by SU Officers

CK reported that there were no matters relating to Belfast campus at present.

CK asked members to note that some Jordanstown students would like the library to open earlier during exam times. He acknowledged that additional opening is available in the evening and at weekends in January and May and that he is aware of the contractual issues involved in early morning opening. JP confirmed that she had seen students hoping to use the library before 8.45am in recent weeks.

MK explained that library opening hours are reviewed every summer and that this will be included in the next discussions. MK asked if CK could find out exactly why students wanted to visit the library, for example is it access to PCs and printing; a place to sit and study, access to printed books and journals? There are 24/7 computer labs on campus which students may use for printing/copying/scanning as well as computing. A list of these is displayed at the library entrance and flyers are available at the library Information Point. In addition information can be found at:

<https://www.ulster.ac.uk/isd/students/computing-facilities>

Study space is available in the UUSU Student hub in the commercial block on campus.

CK agreed to get some comments from students and feed back to JP & MK.

## Health & Safety issues

Nothing to report.

## Date of next meeting

The next meeting will be held in Semester two. MK/JP will circulate details nearer the time.