

NOTES

In Attendance: Ciaran Cregan (Library Services); Steve Coyle (ISD); Rosina Doherty-Allan (Library Services); Mark Millar (Reprographic Services); Mickey Quigg (UUSU)

Apologies: None received

Apologies not received:

1. WELCOME

Rosina Doherty-Allan welcomed the group.

2. ISD

Steve Coyle outlined details of the recently launched out of hours support service for students and staff. This service provides basic out of hours support and is contracted from the University of Northumbria.

The service also provides basic library support. Ciaran Cregan confirmed that he had supplied the library knowledge base for this service system. He explained that additional support was also available via Library Help and FAQs. The new service provided basic assistance and did not include access to back end systems or the ability to assist with password problems. Help required with these issues would be picked up during core hours.

Steve Coyle outlined that the service would be reviewed and that this would include a benefits realisation analysis.

Steve Coyle reported that a new service desk had been launched. This service allowed for more efficient prioritisation of service calls, rather than the '1st come, 1st serve' basis previously used. 'Face to face' assistance was also still available. Work was also underway to develop a self service portal for students and staff.

Steve Coyle also reported that ISD had undergone an organisational restructuring exercise.

3. REPROGRAPHICS SERVICES

Mark Millar reported that mobile printing would be launched on 2/2/15. He explained that mobile printing had been available since December 2014 and had been thoroughly tested. Reprographics Services had developed a user guide, an A5 guide, and website based information to support users in using the new service. There had been a global email to alert staff and students to the new service. FAQs would be developed at a later stage which would be based on queries as the service beds in.

The service operates on the basis of email authentication and documents for printing can be attached to email for printing. Students and staff do not have to be on campus to be able to use the service. The mobile printing system retains the users printing for 24 hours to be picked up at the users MFD of choice.

Mark Millar confirmed that the pricing structure for mobile printing remains the same. It may be the case that with increased printing there may be the opportunity to lower printing costs.

There was brief discussion about the challenges that International Students faced in access printing. Mark Millar explained that it was hoped that the introduction of the use of Paypal would alleviate the issues faced by International Students.

Mickey Quigg confirmed that fewer problems with printing had been reported by students during this academic year. There was a brief discussion about the donation of reprographics equipment to the Student's Union. Mark Millar requested that the Student's Union proactively promote the new service and share any feedback received.

ACTION: UUSU representative to report back on any feedback received.

4. LIBRARY SERVICES

Ciaran Cregan reported that one of the main developments with the service was the pilot introduction of library closing times at 9.00pm. The libraries extended their opening hours during exam times with early opening times in Jordanstown and Magee and later opening times in all libraries.

The time saved to date had been used to provide additional assistance with inductions, additional up-skilling of library staff to further support students and increased staff availability to support students during core hours. Rosina Doherty-Allan described the Roving Help support that was also deployed during semester 1.

Ciaran Cregan and Rosina Doherty-Allan outlined the example whereby library staff were trained in providing support to students using the new USearch service. This kind of support would previously have been only been available to students through the limited number of subject librarians. Library staff were also up-skilled in relation to the e-books provided to students.

Since the launch of the pilot 9.00pm, only two complaints/ comments had been received. An interim report will outline the impact of the pilot on the services and support available to students. It will include all campus libraries.

Ciaran Cregan outlined details of a laptop lending pilot which will be launched at Jordanstown shortly. This pilot service was designed to provide students with additional access to ICT and to provide increased flexibility. Subject to the outcome of the pilot, it is hoped to roll out this service across all campus libraries.

Mickey Quigg enquired if fines money contributed to the pilot laptop lending service. Ciaran Cregan indicated that he was unsure about this but would check. He also enquired more generally what fines money was used for. Ciaran Cregan outlined that in the 1990s, Library Services had given a guarantee fines money would be used for items which would enhance support or provide benefits to students. The examples provided included the student hardship fund, furniture or equipment.

ACTION: Library Services representative to check if fines money contributed to the pilot laptop lending pilot.

5. UUSU

Mickey Quigg reported that the Student's Union had recently run a successful event providing free tea and coffee and support during exam time in Coleraine and Magee campuses.

He outlined a number of upcoming events in the UUSU calendar. These included Rag Week in week 6, the Teaching & Learning Awards, the Volunteer Awards and students' elections on 9/3/15. There was also the upcoming freshers' week, the Student Experience forums and a number of Society forums.

There was brief discussion about the success and value of the Student Experience related forums held in conjunction with Faculties and Deans.

6. DATE OF NEXT MEETING

Rosina Doherty-Allan agreed to canvass for availability for the next Student Liaison Group meeting.