

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Wednesday 13th June 2018.

In attendance

Meghan Downey	Site VP Belfast
Conor Keenan	incoming Site VP Jordanstown
Marion Khorshidian	Campus Library Manager, Belfast
Chris Paul	ICT Customer Services

Apologies

Oisín Kinsella	Site VP Jordanstown
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager, Jordanstown
Craig Shilliday	ICT Customer Services

MK thanked everyone for coming, noted the apologies and welcomed Conor in his capacity as incoming site VP for Jordanstown.

Actions from the last meeting

MK confirmed that the number of power sockets in the Jordanstown library is to be increased during summer 2018. Additional sockets are to be installed in the balcony area on Level E.

Laptop lending for students is now available on all campuses, with twenty-four laptops for use in each library. There is a laptop information page at: http://library.ulster.ac.uk/info/laptop_lending.php which includes details about applications available on the devices and a guide to wireless printing.

Group Study Room bookings now begin at a quarter past the hour, following feedback received from students and no problems have been reported so far.

On behalf of OK, MD asked about the Translink information displayed on the plasma screen on the Mall. CP advised that responsibility is likely to rest with Marketing & Communications and suggested Mrs L. Finney as a point of contact.

In relation to Belfast, a list of MFD locations on campus will be made available in September 2018.

Library Services

MK explained that, as Laura Mills is on extended sick leave, she is providing support at Jordanstown in the meantime.

Feedback received during the Library Survey will lead to a number of actions in the libraries. In relation to Jordanstown library these include the purchase of new furniture, provision of new sockets and an improvement to Wi-Fi coverage. At Belfast, recommendations will be taken into account during a review of our current space in summer 2018 but as we remain in temporary accommodation, options are somewhat limited.

ICT Services

CP reported that 1550 people responded to the recent student survey and that feedback will inform ICT services for 2018/19.

The UniDesk self-service portal has been updated and includes a facility to log queries, track queries and view support materials in the Knowledge Base. MK added that the knowledgebase has a useful 'top 10 most viewed items' section. See: <https://www.ulster.ac.uk/isd/getting-help/service-desk>

[OneDrive](#) provides 1TB of free online cloud storage (part of Microsoft Office 365 environment). Files can be saved and accessed from any PC connected to the internet and it is recommended that students use OneDrive as their primary file storage location, a "My Documents" folder in the cloud.

As mentioned earlier in the meeting, Wi-Fi coverage is to be improved in Jordanstown Library and discussions are ongoing to identify other areas that may be improved also.

Reprographics Service

MM supplied the following update:

ID Card and Cashless payment:

I have been asked to provide a report for the new Chief Digital and Information Officer and the Director of Campus Life. Both are very eager to develop the platform to provide a range of new services for our students both on and off campus. We are investigating a new self-managed portal for the funds so that money on user accounts can be used across campus. It will also provide mobile phone apps to manage users accounts and permit top ups from parents etc.

Once there is a clear direction (which should be this summer) I will meet with SU to discuss how we can work together to share the platform and service options.

Multi-Function Devices (MFD)

Delays in Procurement are still holding up the tender and we are still waiting on a release date. Once we have the tender process underway the internal engagement regarding equipment will begin. If delays continue we may have to upgrade UniFlow to make it more stable and run with it through the first term while we build and test the new system in the background. We will keep everyone updated if this is the case.

Matters Raised by SU Officers

MD asked about the possibility of introducing free print credits for "target" students i.e. 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. MK advised MD and CK to contact Mark Millar to discuss.

Health & Safety issues

Nothing to report.

Date of next meeting

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

MK finished by thanking OK for his contribution to the meetings and wished him well for the future.

Marion Khorshidian
Campus Library Manager
13th June 2018