

## **ULSTER UNIVERSITY**

### **STUDENT LIAISON GROUP MEETING**

Notes of meeting held on Wednesday 15 March 2017 at 11am in MM208c Magee Library.

#### **PRESENT**

Rosina Doherty-Allan (Library Services), Nicola McCay (ISD), Mark Millar (Reprographic Services), Ben Johnston (UUSU), Kevin McStravock

#### **APOLOGIES**

None received.

Rosina Doherty-Allan welcomed the group.

### **UPDATES FROM EACH SECTION**

#### **1. Reprographic Services**

- The ID card platform will remain in place for another academic year.
- The cashless payment project will not now progress until the new director is in place.
- The Uniflow service has been stable for 362 consecutive days. However, internal network infrastructure instability has had a negative impact on the delivery of Reprographics Services.
- The MFD fleet will be progressing towards re-tender with the new provider being in place by 31/7/17. Installation of updated technology will take place over the summer. Student labs and spaces will be in the first phase of installation. The service will be cloud-based and hosted by the selected commercial partner, thus removing reliance on internal network infrastructure. Wide format, 3D printing and printing from any location will form part of the re-tender requirements.

#### **2. UPDATE– ICT Services**

- Following on from the previous meeting, the issue with You Tube access was found to be limited to some personal devices and their browser versions.
- Nicola raised the occasional report of PC s freezing and indicated that this may be an issue with resources on machines. She asked that this issue be reported to the Service Desk if it arises.

- There is a refresh of the SITL kit scheduled for July 2017. This will involve new desktops in the library. New kit refers to desktops only and the desktops that are currently in situ at Magee campus will be removed. When the new desktops become operational, the entire older unit will be removed, including the sold state drives.
- It will also involve the removal of solid-state drives from library machines; these will be used elsewhere. Frank Cassidy (Project Officer – Desktop/ Applications) is responsible for procurement for this project.
- The windows 10 image for SITL areas only is awaiting sign off.
- Uptake of support via the recent 'Wi-Fi Clinics' was not as high as expected by ICT Services. Going forward and subject to available resources, ICT Services will explore more general clinics and roving ICT support as options.
- Recent changes to the login process for 365 on 1/3/17 engendered 630 extra service calls and approximately 500 extra email requiring assistance. In total, there were 1200 extra contacts in week 1 of 'go live'. Analysis suggests that International students required additional support with the changes. ICT Services are exploring working more closely with the International Office to ensure support is in place.
- A proposed '8 to 8' support model is currently undergoing an options appraisal and may or may not go ahead as at this stage as it is at options appraisal stage.
- The out of hours ICT support service will continue to operate as normal.

### **3. Library Services – Magee and Coleraine**

- There are no health & safety issues to report for either library.
- The laptop-lending pilot will be extended to Coleraine Library and will be in operation shortly.
- A reading list survey was conducted with students with a view to reviewing and improving this service.
- Library Services is planning a survey of about group study rooms with a view to gathering students' views on this valuable resource.
- A new Library Chat service is being trialled. This will finish in May 2017. There have also been improvements made to Library Help to further support students.
- Ref Works, Harvard reference and OSCOLA law referencing training is planned and available to all students.

- There are new Athens login procedures for accessing e-resources. These changes were widely communicated to all students.
- Both libraries have representation on the new Provost Task & Finish Groups that are engaged in developing campus identities in line with the 5&50 Strategy.
- Both libraries worked with UUSU to provide free tea, coffee and support to students in the run up to exams in January 2017.
- Both libraries are working towards the Green Impact Silver Award. Magee Library are running a Book Swap event was launched on World Book Day. A Fair-trade Fortnight coffee morning is planned in partnership with Starbucks in the Magee Library Common Room.
- There has been improvements to the Coleraine Library environment with new carpeting and refreshed painting.
- The new teaching block work is ongoing and remains on schedule. This building will impact onto Magee Library. In light of this work, the library will be relocating its Irish Room special collections to ensure its safety and will facilitate new teaching block works.

#### 4. UUSU

- USSU representatives have had the opportunity to tour the new teaching block, looking specifically at the mock-ups of the new active learning suites.
- There was a request for information on why scanning was charged for on the MFD as no paper or toner was used. It was explained that scanning is an output in line with the digital copyright licence and charging contributed to the recovery of the licence cost.
- There have been a number of successful events and campaigns. These included:
  - the 'Christmas Cheer' campaign in December 2016
  - Free tea, coffee and support events to combat exam stress.
  - The extremely popular 'Puppy Room' events.
  - The 'Pet the goat, register to vote' campaign aimed at encouraging students to engage with the political process. This resulted in 600+ registrations forms being handed out.
  - The 'Know your stuff' rights campaign aimed at raising awareness around rights issues e.g. private renting etc.

- All three Student Councils met and there has been a marked improvement in engagement by students. Councils are smaller and a move from school specific to campus specific seats on councils may be having a positive impact.
- UUSU have been involved in a Student Hub Evaluation Group. Out of this, it was noted that the library received very positive feedback.
- There has been considerable work to minimise any issues that may arise around St Patrick's Day celebrations in the Holy Lands in Belfast.
- UUSU colleagues have been very active in supporting students going through the academic appeals process.
- UUSU was involved in supporting the Fairtrade Fortnight coffee morning in Magee Library.
- UUSU are represented on the new Provost Task & Finish Groups that are engaged in developing campus identities in line with the 5&50 Strategy.
- There are a number of new faces within UUSU. Kevin McStravock will be President next academic year. James Colgan and Andrew McAnallen will be the new VPs.
- The new sports complex at Coleraine was officially launched last month with Mr James Nesbitt in attendance. There is also a new gym space at Magee.

##### **5. DATE OF NEXT MEETING**

Stephanie McLaughlin (CLM Coleraine Library) will arrange the next Student Liaison Group meeting, which will be located in Coleraine.