

**Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on Monday, 9<sup>th</sup> June 2014.**

**In attendance**

Sarah Gordon	incoming Site VP Belfast
Marion Khorshidian	Campus Library Manager, Belfast
Malachy McCrudden	Site VP Belfast
Ann McSherry	ICT Customer Services
Colum Mackey	incoming Site VP Jordanstown
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager, Jordanstown

**Apologies**

Chris Murray	Site VP Jordanstown
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MK welcomed the incoming Site VPs and outlined the purpose and format of the meeting.

**Matters raised by Student Union Officers**

MMcC commented that there had been no Wi-Fi in the library study rooms on Fri 6<sup>th</sup> June 2014. AMcS asked if this had been reported to the ICT Service Desk as it was difficult to identify the source of the problem if reported retrospectively. MK added that it had been reported to Service Desk staff and was being investigated. The internal Service Desk telephone number was discussed and AMcS asked everyone to note that the full direct-dial number (028-903-66777) should be used when ringing from outside the University or from mobile devices.

CM mentioned the lack of Wi-Fi on the ground floor of the library in Jordanstown during exam times. AMcS replied that additional network points had been installed but that at peak times the number of devices can still exceed the capacity available. Alternative locations are available and a list of designated areas can be found at:

<http://ulster.ac.uk/isd/services/networking/wireless-services>

Following a query from a PhD student, MMcC asked for an update on the Belfast library move next year. MK provided an update on the move which, at present, is due to take place in early June 2015. A communication plan will be put in place to inform library users and a number of methods will be used. For example, information will be made available at induction and information skills sessions; through the library website and University committees; via Twitter and social media and updates in the libraries. Based on the library move in 2008, the library should be closed for approximately one week, with some restricted services each side of the closure period. Students requiring library services will have alternatives and these will be advertised in good time. Students with specific concerns should contact MK to discuss these.

**ICT Services**

Referring to the notes of the previous meeting, AMcS reported that:

- Documentation on downloading the certificate for Eduroam on mobile devices had been reviewed and should make it easier to connect to the service. The documentation is available at: <http://ulster.ac.uk/isd/services/networking/eduroam#setupguides> CM asked if this was independent of the University Wi-Fi and therefore able to provide additional capacity. AMcS agreed to check with colleagues in Network Services.
- Wi-Fi capacity problems at Jordanstown in Blocks 12, 14, 15 and 4 had been checked but nothing had been received by the Service Desk. AMcS added that ISD was

responsible for centrally-bookable rooms and that Faculties had responsibility for their areas. It was acknowledged that students may not know who has responsibility for specific rooms so AMcS advised that all reports should go to the Service Desk in the first instance as ISD would pass queries on to Faculties if required.

- The issue of installing a Desk Top client to access SkyDrive had been investigated. Colleagues in the service improvement team regret that it is not feasible to remap the drive on each student computer in the University.

AMcS reported that a capital investment was being made and that hardware would be refreshed during Summer 2014. This includes monitors on student computers in the library at Belfast and Jordanstown and in teaching rooms. Below is a snapshot of SITL purchases just ordered across campuses.

<b>SITL</b>	<b>21.5" Monitors</b>	<b>PCs</b>
<b>BT</b>	82B02A (60) Teaching Rooms (15)	iMacs for 82D29/30 (41)
<b>JN</b>	13E22 Top Floor (277) 13C33 Bottom Floor (123) Teaching Rooms (80)	13C37 Classroom (40), 13E26 Quiet Study Area (12)  All four student labs: 1B07 (30) 2B11 (30) 17J27 (75) 21D01 (23)

MMcC asked if computers were recycled and if so, could they be sold to students or offered to charities who work with schools abroad. AMcS replied that, once hard drives have been wiped by university personnel, the University works with an external partner called Computer Disposal Limited who deal with the recycling. AMcS added that the subject of sale to students/donation to charity had been investigated but that issues of liability had been raised at the time. MMcC asked if the suggestion could be raised again and AMcS agreed to bring it to the next ICT management team meeting. MMcC will raise through student representation on university committees also.

AMcS reported that following discussion with SU Finance Manager Clodagh Kennedy, four projectors have been made available for SU use. These will be located in the SU office on each campus and the SU will take care of bookings for these devices. SU officers who require initial guidance on how to use the projectors should request assistance through the ISD Service Desk.

### **Reprographics Services**

MM reported that as the print service has stabilised, a mobile printing service is to be tested. This will include testing of formats and file sizes so that documentation can be produced. Reprographics and ISD staff hope to work with SU Sabbatical Officers during Summer 2014 to test the system and obtain feedback. LM asked if front-line library staff would be informed about the new service in good time so they will be familiar with it before students arrive with queries. AMcS asked that ICTCS colleagues be kept informed also. SG added that this was important from a student point of view as library staff had provided a lot of assistance to students during Sept/Oct 2013 when the cashless system was introduced. MM noted the requests.

In response to requests from students for a 'top-up through PayPal' option, MM reported that this was to be put in place for September 2014. SU members welcomed this and asked if a payment from home option would be available also. MM confirmed that the print payment procedures were to be simplified and that this included an off-campus option and the use of

standard log-in and password details, removing the need for additional passwords within the payment system.

### **Library services**

LM reported that approval had been granted to pilot 9pm closing Mon-Thu during the next academic year. Evidence gathered during this year indicated the low use in all libraries and slightly earlier closing will free staff to provide services to students during core hours, when the libraries are busier. During exam times, the libraries will be open until 10pm and plans include some libraries opening earlier also. MK added that the libraries all provide 7-day service during term-time but that slight variations were inevitable as each library was different. Full details will be available to students in September. CM commented that many Jordanstown students use Belfast now because of 24/7 access to computing and asked if this could be provided in Jordanstown. AMcS replied that 24/7 access is available in some computer labs in Jordanstown but these are not well used. A full list of location is available at:

<http://ulster.ac.uk/isd/students/computing-facilities#labs>

CM and MMcC added that Jordanstown needs a 24 hour area with large tables, not just fixed computers or casual seating. LM and MK commented on the plans to create a Social Learning space in Block 12 and suggested that SU Officers contact Avril Honan about the design. In addition, AMcS suggested that SU Officers identify suitable areas in Jordanstown for 24 hour study and bring this forward to staff in Physical Resources.

### **Health and Safety Issues**

MK 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 one. LM will circulate details nearer the time.

MK concluded the meeting by thanking M. McCrudden and C. Murray for their contribution to the SU-Library-ISD meetings and wished them well for the future.