

Finance & Information Services Department  
Library

## **Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Friday, 29<sup>th</sup> November 2013.**

### **In attendance**

Marion Khorshidian	Campus Library Manager, Belfast
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager, Jordanstown
Chris Murray	Site VP Jordanstown
Craig Shilliday	ICT Customer Services

### **Apologies**

Malachy McCrudden Site VP Belfast

### **Matters raised by Student Union Officers**

As printing and WIFI were the issues CM wished to raise these would be covered in the next two agenda items.

### **ICT Services**

The meeting discussed the introduction of Eduroam to all staff and students. CS and CM discussed problems with the promotion of Eduroam and the need to simplify connecting to the system. The issue of downloading the certificate was highlighted and CS advised that ISD were investigating this further.

CS asked that when reporting WIFI access problems it's important that students give specific details of location, type of device and access point if possible.

CM mentioned capacity problems at Jordanstown in Blocks 12, 14, 15 and 4. CS will investigate though it was agreed that some issues may be related to the 'eng\_j' WIFI, which is a Faculty service not supported by ISD.

CM asked about installing a Desktop client to access SkyDrive as a mapped drive on Student Lab PCs. CS will check on this issue. CS reported that SkyDrive Pro has greater functionality and should be promoted to students especially to back up documents rather than rely on memory pens.

### **Reprographics Services**

MM informed the meeting further meetings with Canon and SU officers were scheduled and will forward minutes from the meeting held on 27/11/13. See attached.

MM reported most problems were now identified and the new print service has stabilised.

WIFI printing to be rolled out but following weeks 10 – 12 when demand on the print service will increase. The panel members agreed that use of students B numbers rather than name may have avoided many of the problems experienced by staff and students. LM asked MM why the print service was not introduced during the summer rather than the start of term which is the busiest time in the academic year. MM said that scheduling the introduction of new services wasn't always in the control of staff.

MM assured the meeting that WIFI printing would be tested before its introduction. MK and LM informed MM that library staff continued to print documents for students struggling with the new print service. MM reported that this should no longer be necessary and will talk to Janet Peden to ask that library staff should refer all problems to the printpayment email. MM will issue a global e-mail to all students with the same information.

### **Library services**

LM told the meeting that as a result of staff restructuring a review of library opening hours was ongoing. LM explained that low headcounts in all four libraries between 9.00pm -10.00pm Monday – Thursday raised the issue if this was the most efficient use of staff resources. Headcounts are being recorded to confirm footfall and loan statistics considered before any changes will be discussed. CM expressed concern at a reduction in opening hours. MK informed him that from semester two it is planned that the Belfast library will open on Sunday afternoons.

CM had received an e-mail from a student concerning several library issues. It was agreed that CM would forward the e-mail to MK and LM and they will respond to the student.

### **Health and Safety Issues**

LM 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 Belfast in semester two. MK will circulate details nearer the time.

Laura Mills  
Campus Library Manager  
3<sup>rd</sup> December 2013