

Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Belfast on Tuesday 9 May 2017.

In attendance

Meghan Downey	incoming Site VP Belfast
Marion Khorshidian	Campus Library Manager, Belfast
Conán Meehan	Site VP Belfast
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager, Jordanstown
Craig Shilliday	ICT Customer Services

Apologies

Hannah Rooney	Site VP Jordanstown
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MK welcomed everyone to the meeting and thanked MD, the incoming site VP Belfast, for attending. Hannah Rooney passed on her apologies.

Matters Raised by SU Officers

On behalf of HR, CM reported that:

- Jordanstown course reps had not been informed about a recent increase in charges for printing. They would appreciate some advance warning about planned changes from now on. MM replied that ISD has not increased charges for any print/copy/scan services. It was suggested that these charges may have been applied in the Faculty of Engineering, who run a parallel printing service within the faculty. Recommended that HR obtain details from the course reps who raised the issue and if it is a Faculty service, bring the matter to the appropriate course committee. If not a Faculty service, HR to advise MM about location of specific devices so that settings on these can be checked.
- Students using portable devices in Jordanstown Library would find it useful if chargers were available to use within the library. LM agreed to follow up and see if this is feasible.
- The binding service offered by the SU in Jordanstown has been withdrawn due to insufficient staffing levels. CM informed the group that the Spar on campus has agreed to offer the service instead. There was some discussion about the possibility of the service being offered in the libraries. MM explained that, as Reprographics has a small staff, self-service binding had been tested but unfortunately, the system was not robust enough to deal with anticipated volume. MM added that the academic requirement to provide printed assignments with comb or perfect binding seemed wasteful when scanning and electronic methods are available. He suggested that course reps could raise this at their course committees with a view to removing the requirement to submit bound copies. In the meantime, MM will contact Paul and Emmett in the Jordanstown SU to discuss their service.
- In relation to Belfast, CM asked if laptop lending would be offered in the Belfast Library. MK reported that the service had just been made available in Coleraine and that the Library Management Team plan to offer the service at Belfast and Magee during the next academic year, subject to funding.
- CM reported that wide-format printing in the Architecture area in Block BA could only be offered if the senior course rep was available. He asked if the service could be offered in the library or other central location. MM replied that the contract for print/copy/scan services was due for renewal and that wide-format and other services had been included in the tender following a

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wide-ranging engagement programme with faculties and departments. Once the new contract is in place, devices will be supported by the contractor.

- CM reported that an MFD had been moved on Level 2. MM replied that it had not been used very much and was relocated to the student hub. LM noted that there was no printer in the student hub in the commercial block in Jordanstown and that this might be a good location for a device as the room was available 24/7. MM suggested that the SU request this and LM agreed to contact HR about this.
- CM noted that some student ID cards appear to be faulty and are causing difficulties with swipe access on campus. MM reported that the cards are not faulty but that the information is dropping off the access control system and Physical Resources colleagues are aware of the problem.

CM asked the group to note that the SU will be running a 'beat stress' campaign in the run up to exams. Refreshment packs for students to use will be left at sinks in the toilet areas on all campuses. LM advised SU reps to inform cleaning staff/security about this initiative as packs may be handed in as lost/found property if people don't realise what they are.

ICT Services

CS reported that:

- the response rate to the student IT survey has been very encouraging, with over 1000 responses so far.
- Pop-up support was offered on all campuses recently and of those who approached ISD staff, happy.
- Microsoft had forced ISD to make changes to single-sign-on procedures and the next change will be the move to the format of student email. This means that instead of student-a22@email.ulster.ac.uk the address will be student-a22@ulster.ac.uk. All newly registered students will automatically be assigned addresses in the new format. Returning students will be advised of the changeover in July and their email messages and folders will not be affected. CM commented that many students will not be on campus in July or accessing University messages regularly. CS added that alerts would go out on social media as well and would be grateful if SU picked up on these through their channels so that information could be disseminated as widely as possible. CM asked if alumni email addresses would be affected too and CS replied that they would and that a team is working on communicating to all email users as necessary. He added that alumni may not access the Portal or other networked services, just the email account.

Reprographics Service

As mentioned above, the current print/copy/scan contract is due for renewal and a tender will go out during the summer. If the contract has not been awarded by September, it is likely that the Canon fleet will be in place until December. MK expressed concern that this clashes with final year thesis deadlines in Belfast and MM assured the group that students would not be disadvantaged as deadlines will be taken into account when planning any service changes. The UniFLOW service will continue regardless of the supplier selected.

The current design and functionality of the University ID cards will stay in place for the next academic year. It is hoped that additional functionality will be incorporated into future designs.

Library Services

MK reported that:

- the new Library Services Strategy 2017-2021 has been approved by Senate and has progressed to screening. It provides a roadmap for the Library to use to develop services in a number of

areas and once approved will be published on the Library webpages at:
http://library.ulster.ac.uk/info/library_documents.php

- the library is represented on a number of focus groups related to the Ulster Learning Landscapes project. Results will help us to identify suitable furniture and layout in our libraries, notably the GBD library which is due to open in 2019.
- As mentioned above, laptop lending has been introduced in Coleraine Library and it hoped that the service will be offered in Belfast and Magee during the next academic year.
- Concerns had been expressed that Group Study Rooms in the libraries were not being used. We conducted a survey in all libraries and results indicate that there is 88% occupancy. Comments received include suggestions that booking slots would be more useful if they started at a quarter past the hour and that the cancelling of rooms be made easier. Colleagues are checking to find out if either of these is possible.
- MK asked the group to note that all libraries will offer extended opening during the exam period and that details are available on the library website, Twitter etc.
<http://library.ulster.ac.uk/info/hour.php#examhrs>

LM reported it may not be possible to continue early opening on the Jordanstown campus from 2017/18. The opening times (8.00am and 7.30am during exam periods) relies on volunteers as staff are not contracted to work until 8.45am. The pool of volunteers has decreased so it is with regret that early morning opening may no longer be offered. There is of course 24/7 access for students wishing to use computers or have access to study spaces in the computer labs in Block 2 and Block 17 and the Student Hub in the Commercial Block.

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.

LM and MK finished by thanking CM for his contribution to the meetings and wished him well for the future in his post on staff at Coleraine. Thanks were extended to HR who will be moving into the role of VP Campaigns and Communications during the summer.

Marion Khorshidian
Campus Library Manager
9th May 2017