

**Notes of the F&ISD/Students Union Liaison joint Belfast/Jordanstown campus meeting held in Jordanstown on Friday 27 November 2015.**

**In attendance**

Marion Khorshidian	Campus Library Manager, Belfast
Conan Meehan	Site VP Belfast
Mark Millar	Reprographics Manager
Laura Mills	Campus Library Manager, Jordanstown
Kellie Murnion	Site VP Jordanstown

**Apologies**

Craig Shilliday	ICT Customer Services
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LM welcomed everyone to the meeting and passed on apologies from CS.

**Library Services**

LM reported on the introduction of laptop lending at Jordanstown. It is running as a pilot service until semester two. A feedback survey will be sent to all students who borrowed a laptop. To date the service has proved popular. KM suggested the Students Union could help promote the service on the SUs social media sites. LM will forward details to KM.

LM reported that self-service online room booking is to be introduced in January 2016. From week beginning 30 November staff will use the online forms to make room bookings to ensure the system is robust before it is rolled out to students.

CM and KM both welcomed the introduction of the service.

LM asked CM and KM about the book loan survey which ran from Monday 16 November for one week but neither KM or CM were aware of the survey. KM suggested that the SUs social media sites could again help promote library services and surveys.

There followed a discussion on exam opening at Jordanstown. KM and CM detailed the SUs Exam Stress campaign and the plan to offer tea and coffee outside the libraries between 5.00pm – 7.00pm during weeks 11 and 12. LM welcomed this and offered to help supply tables etc. if necessary. LM suggested the SU forward a slide to be displayed on the plasma screens in the libraries. There followed discussion on access to study facilities at Jordanstown. KM and LM both agreed students are not aware of the 24/7 Student Hub in Block 12 and agreed to work together to promote this facility during exams. KM asked about the possibility of other rooms being available as study areas. Both LM and MK suggested the SU should contact Physical Resources but mentioned they may be asked for evidence of usage before further study spaces are provided. The meeting agreed it would be useful to know the footfall of the Learning Hub especially in the evenings. LM will try to find out who has responsibility of the Learning Hub and if occupancy statistics are kept.

CM asked MK about the stairwells in the new Belfast library. MK explained the space was not intended as a library and there were challenges to allow access to all floors and maintain security of the stock. MK reported on negotiations with Physical Resources to improve access to the lift. MK asked CM that any feedback on access issues should be referred to her.

CM asked about training available for students with IT applications such as Word and Excel. MK mentioned that IT skills training is available online (<http://www.ulster.ac.uk/isd/help/self-help/help-with-ms-office>) and should students need help library staff will assist if they can but not all staff have the same level of skills as this is not an area essential to the duties or training of staff.

MK reported on the success of the exhibition area at the entrance to the library and that bookings for the space and cabinets can be made at the Issue Desk.

### **ICT Services**

Though unable to attend CS asked the meeting be informed that ICT services plan to run a student feedback survey in semester two.

### **Reprographics Service**

CM asked MM about printing costs. MM mentioned that printing costs had not increased in 12 years and remained at 5p per sheet. The introduction of double sided printing as the default model introduced a decrease of 1p. MM outlined future plans to allow the student ID card to be used for other financial transactions such as parking and other agreed point of sales such SU shops.

CM asked MM about storing ID cards on smart phones but MM reported there may be access control issues to cards being stored on mobile devices.

MM informed the meeting it is hoped to introduce booklet making as a further facility to the printers. The meeting agreed this would be a welcome development.

### **Matters Raised by SU Officers**

Following on from the previous discussions the SU officers had no further issues to raise.

### **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  
30 November 2015

