INFORMATION SERVICES

INFORMATION FOR NEW STAFF

September 2018

WELCOME

Welcome to Information Services

I would like to welcome you to your new role in Information Services. The information presented below aims to help you to settle in to the Directorate. If you need any help, your line manager or other colleagues will be happy to help.

Information Services is one of eight Academic Support directorates which underpin the work of the University's twenty Schools. Information Services combines Library and Computing Services and we play a key role in supporting the research, teaching, learning and administrative functions of the University. Our work is closely aligned to the University's corporate objectives, which are:

- To offer an exceptional student experience and high quality education
- To enhance internationally recognised, globally competitive and sustainable research areas
- To grow an efficient, effective and sustainable enterprise
- To develop global citizens and address international challenges

Every member of staff in Information Services, no matter what their role, makes a contribution to the achievement of those objectives. Our aim is always to put the customer first and to ensure the highest levels of satisfaction with our services. I look forward to working with you as a member of the Information Services team.

Seamus Doyle
Director of Information Services

PURPOSE OF THIS DOCUMENT

*T*he purpose of this document is to provide some basic information for new staff regarding Information Services and its systems and the Health and Safety procedures which apply within the Directorate. *(A copy of this document is also available on the Information Services SharePoint site.)*

.

1. **GENERAL INFORMATION**

New Staff – Getting Started

Information Services is keen to support all new staff in getting started with the University's IT systems and services and to provide access to the available resources.

Information on

- Obtaining staff number – staff smart card
- Passwords
- Registering your computer
- Setting up your computer
- Good IT practices
- Email services
- Sharing calendars
- University web pages
- Telephone services

can be found at:
http://www.qub.ac.uk/directorates/InformationServices/NewStaff-GettingStartedwithIT/

a) **About the Directorate**

Information Services brings together the University's Library Services and Computing Services and facilities. Our goal is to provide the highest quality information resources and services to students and staff of the University. For a diagram of the structure of the Directorate please see Appendix 1.

b) **Library Services**

Mission Statement

Our goal is to provide high quality Library services and resources in support of the education and research activities of the students and staff of the University and of our other customer groups.

Vision

A library service which is at the heart of the University, providing access to first rate resources and expert guidance and support.

Values Statement

- A library environment that is safe, welcoming and meets the needs of all our user groups
- Staff who are approachable, helpful, efficient and knowledgeable
- Information resources that are easily accessible, relevant and of high quality
- A commitment to placing library users at the heart of our service and acting on their feedback
- A commitment to maintain high levels of satisfaction with our services and to work for continuous improvement
- A commitment to use technology effectively to keep services current and effective
- A commitment to maintain the highest standards in terms of human resource management, health & safety and equality and diversity practice.
- A commitment to contribute appropriately to the University's targets for environmental sustainability

c)   Locations

The majority of Information Services staff are located in The McClay Library, which is one of Northern Ireland's landmark buildings. The McClay Library was officially opened in July 2010 by one of Queen's most famous alumni, Nobel prize-winning poet Seamus Heaney. The building is located at College Park which is to the rear of the Main Site close to the top of Botanic Avenue. The address is:

The McClay Library
10 College Park
Belfast
BT7 1LP

Information Services staff are also located in the Medical Library and the Biomedical Library as well as AFBI (Agri-Food and Biosciences Institute) Library.   The Medical Library is located in the Mulhouse Building on the Royal Victoria Hospital site. Access can be gained via the pedestrian bridge (first floor) or via the main entrance (ground floor) (Appendix 2). The Biomedical Library is located in the Medical Biology Centre on the Lisburn Road (Appendix 3). The AFBI Library is located in the main AFBI building in Newforge Lane (Appendix 4). The addresses are:

The Medical Library
Mulhouse Building
 Mulhouse Road
 Belfast BT12 6DP

The Biomedical Library
Medical Biology Centre
97 Lisburn Road
Belfast BT9 6LB

[The AFBI Library](#)
AFBI HQ
Newforge Lane
Belfast BT9 5PX

Other libraries which facilitate QUB staff and students and have Information Services staff present include Antrim Healthcare Library, Craigavon Healthcare Library and the AFBI Library at Stormont.

d)   **Access to Buildings**

Most University buildings will be open during the "normal" working/academic day and you do not need your card or any other device to gain access. However, you will need to use your Smart Card (staff card) to gain access to The McClay Library. Within The McClay Library, staff areas have further controlled access. If you need to have your card validated for access to specific areas within the building or to a door outside of normal times, you should contact the Directorate Office (Extn 6327) or Christine Carrothers in the Library Office (Extn 6322).   There is no requirement for access control **within** the buildings where other libraries are located.

e)   **Out of Hours Working**

Out of hours working (i.e. outside the normal operational hours of the building) must be authorised by your Line Manager and a risk assessment carried out. If clarification is required as to what constitutes 'out of hours', please contact your Line Manager. Security must also be notified of your out of hours working, where appropriate, on ext. 5099. Security may escort you from the building if you believe you are in danger. Note: electronic doors may be released by pressing the green button located beside each door. In an emergency, or in the event of failure of the release button, activation of the green break glass will release the door.

f)   **Emergency Access**

Security Control is able to facilitate emergency access to buildings. You should call 028 90 975098/9 (external) or ext 5098/5099 (internal) and please provide a valid staff/student card. Security Control is open 24/7.

g)   **Parking**

Limited parking is available on QUB property for permit holders only.

QUB staff parking permits are available (fee applies) from the Estates Department. Where permits are currently not available, the applicant will be placed on a waiting list. To apply for a car parking permit and to see terms and conditions please visit: http://www.qub.ac.uk/directorates/EstatesDirectorate/HowDoI/Applyfororrenewstaffcarparkingpermitrequestvisitorparking/

h)   Bike Stands

Bike stands are located across the University, generally in locations convenient to building entrances. The University has opted to install 'Sheffield' type cycle stands as they offer the best form of locking security to cyclists.

i)   Secure Cycle Parking

Persons travelling to QUB by bicycle can lock and leave their bikes at any of the designated areas. No bicycles of any kind are permitted within any University building. Bicycles are left at the owner's risk and should not be secured to any railings or other decorative features.

The University provides secure cycle parking for staff in a number of locations across the campus.

Access to secure cycle parking is by PIN access code only, which is supplied by the Travel Plan Coordinator upon receipt of a £10 annual fee. Staff requesting access to secure cycle parking should email their request to transport@qub.ac.uk.

The University operates a Cycle+ (cycle to work) Scheme. This is a Government green transport initiative which allows the University to offer employees the option of hiring an adult bicycle and cycle safety equipment over a 12 month period, free of tax and National Insurance, by way of 'salary sacrifice'. The bike must be used for travelling to and from work for at least 50% of the time it is in use, in order to benefit from this exemption. For further information please visit: http://www.qub.ac.uk/sites/CyclePlus/Guidelines/

The University also provides shower and locker facilities for staff in a number of locations. For location, application and further details please visit: http://www.qub.ac.uk/sites/CyclePlus/Facilities/ShowerandLockerFacilities/

j)   Smoking areas

Smoking is not allowed within any University building or the surrounding landscaped areas. Smoking is only permitted in designated areas. For The McClay Library, this area is the smoking shelter in the car park. An extinguishing bin is located at the smoking shelter.

1. COMPUTER PROBLEMS

All computer problems should be referred to the Computer Helpdesk ext 3760.

a). Linking to Screens in Library Meeting Rooms

VGA > USB-C (or USB connection dependant on your laptop) dongle might be required.

- On the control panel below the screen, this has to be powered on and then the "PC" option selected.
- On the Extron device (located directly above the PC, in the mini cabinet) select "Floorbox" number 2.

b). SharePoint – What is Sharepoint?

SharePoint provides an online environment, where staff can easily find and share information with colleagues in their own School/Directorate, with colleagues across the whole University, as well as with colleagues outside the University, for example External Examiners, those involved in Research Clusters etc.

SharePoint continues to be rolled out across the University. All Schools and nearly all Directorates have their own SharePoint site. You can access the Information Services SharePoint site via Queen's Online.

2. **EMERGENCY & EVACUATION – Please see Information Services Sharepoint site for more detail.**

a)   **Emergency Actions**

In the event of an emergency, seek assistance and / or raise the alarm as soon as possible.

Action on discovering a fire:

- Sound the alarm by activating the nearest fire alarm manual call point (red break glass). The alarm may also activate automatically where heat and smoke detectors are installed.

- Contact the security control room via the emergency number, ext 2222, to inform them of the fire and to obtain assistance.

- Attempt to put out the fire using portable fire extinguisher, but only if it is safe to do so.

- Make your way out of the building and report to the assembly area. Maps and instructions for emergency evacuation are posted in all University buildings. Please familiarise yourself with the assembly point for your location.

  In the event that **First Aid** is required:

- Call for help and contact your nearest First Aider. A list of available First Aiders and their contact numbers will be on display in the kitchen or common room for your area. Please find a full list of First Aiders for Information Services, and their location, on Information Services SharePoint site under Health & Safety.

b)   Evacuation Procedures

The fire alarm is a loud continuous rise and fall siren.

On hearing the fire alarm – immediately leave the building by the nearest available safe exit. The lift should not be used as a means of escape.

Your nearest available means of escape are signposted and you should familiarise yourself with those.

On leaving the building go directly to the Assembly Area for your building. Do not return to the building until you are told to do so.

Please make yourself familiar with the evacuation notice which is displayed in your workplace by the fire alarm call points.

c)   Fire Precautions

Fire Doors protect escape routes from smoke and fire and should not be compromised or kept propped open at any time. Escape routes must be kept clear from any obstruction or storage. Floors and walkways should not be used for general storage.

Never obstruct the ventilation of electrical equipment particularly by storing items on top of computer monitors. All items of electrical equipment should be switched off when not in use especially at night and weekends.

Switch off all lights and close all doors and windows when leaving the office in the evening. Avoid storing combustible materials near sources of heat.

d)   Contact Numbers

Emergency	ext 2222
Estates Department	ext 5005
Security Office	ext 5099
Fire Officer	ext 1112 – Ciaran Connolly
Assistant Fire Officer	ext 1112 – Nigel Dunlop

Evacuation Controllers:

The McClay Library	ext 6327 – Philip Smith
	ext 6144 – Jacqueline McCurry
50 Elmwood Avenue	ext 6171 – David McVeigh
Biomedical Library	ext 5877 – Chris Preshaw
Biomedical Library Warden	ext 2717 – Alex McIlroy

Medical library	028 90633867 – Jane O'Neill
Building Liaison Officers	Ext 6322 – Christine Carrothers (The McClay Library)
	Ext 6327 – Siobhan Gunn (The McClay Library)
	Ext 2717 – Alex McIlroy (Biomedical Library)
	Ext 4309 – Claire McCartan (Biomedical Library)
	02890633867 – Patricia McCann (Medical Library)
	02890633868 – Melissa McComiskey (Medical Library)

Further staff contact details can be found on the QUB website.

3. HEALTH & SAFETY

a) General H&S Guidelines

Information Services' Health & Safety Handbook can be found on the Information Services SharePoint site. General information, including the University Health & Safety policy, can be found on the QUB website at:
http://www.qub.ac.uk/directorates/HumanResources/OccupationalHealthandSafety/HealthandSafetyPolicy/

4. ACCESS CONTROL

a) Staff areas at boundary with public areas (The McClay Library).

All interface doors between staff areas and public areas are accessed by way of read in / read out control system, activated by swipe card or PIN.

b) Emergency escape doors

All emergency escape doors are linked to an alarm system which will be activated upon opening. These doors are annotated with signage to denote this. Emergency escape doors are only to be used in the event of an emergency.

5. ENERGY EFFICIENCY AND CARBON MANAGEMENT – Information Services

The Directorate is committed to improving its energy efficiency and carbon management performance by changing the way we work so that it becomes an energy efficient and environmentally sustainable low carbon Directorate. To help us achieve this goal we have a number of Environmental Champions across the Directorate. For further information on how you can contribute please visit the University's Carbon Management pages.

Environmental controls

a) Heating

Heating to staff offices and associated spaces is provided by way of manually operated and locally controlled radiators. All radiators have been fitted with thermostatic valves.

b)   **Lighting**

Lighting to staff offices and associated spaces is generally controlled by individual switches within rooms. Please turn lights and other equipment off when not in use.

A number of spaces, typically corridors, toilet areas, passenger lifts and stair cases will have PIR automated lighting activated by the presence of a staff member.

Energy Efficiency and Carbon Management – University wide

About Green Impact

Queen's University is committed to improving its environmental performance, and is working towards achieving a 21% reduction in carbon emissions by 2020. Fifty per cent of Queen's carbon emissions are under the direct control of the end user. Staff and students have a key role to play in helping the University achieve its target. To ensure we play our part there are a number of teams participating in the Green Impact Scheme.

Green Impact is an environmental accreditation and awards scheme, bringing staff and students together with their wider communities to enable and showcase positive changes in environmental practice.

By taking part in the Green Impact Programme, the team will be working towards achieving a reduction in waste, an increase in energy efficiency, an increase in sustainable procurement and an increase in sustainable transport.

To help our team reach their goals there are a number of things you can do, including:

Reduce waste and increase recycling

Reduce:

- Think before you print
- Print double-sided where possible
- Avoid making multiple copies of large documents. Instead use summary pages, PowerPoint presentations, online documents and emails

Recycle:

Increase recycling by using the recycling facilities available at the University:

Paper - Use the dedicated waste paper recycling bins. All types of paper, including non-confidential paper, envelopes and post-its can go into this bin.

Cardboard- flat pack and leave in the designated area

Plastic Bottles - Use the designated plastic bottle recycling bins

Aluminum cans and tins- Use the designated metal recycling bin

Glass - use the dedicated glass recycling points located at the MBC, Whitla Hall and PFC

Ink and Toner Cartridges - Please recycle your empties through the portering service

Batteries - Use the dedicated recycling points throughout the University

An A-Z Guide to Waste and Recycling has been developed to provide practical advice for staff and students on using the University's recycling scheme. The guide can be accessed http://www.qub.ac.uk/directorates/EstatesDirectorate/Services/EnvironmentalServices/WasteManagementandRecycling/A-ZGuidetoWasteRecycling/

Travel Sustainably

Get on your bike

To help encourage the uptake of cycling, the University has made a number of provisions for cyclists:

Purchase a Bike through the University CyclePlus Scheme

The University's 'Cycle-Plus scheme' offers staff the opportunity to obtain a bicycle and safety equipment for less than normal cost. By applying to the scheme, staff can have the use of a new bicycle and safety equipment, up to a value of £1000 , for as much as 40% less than the original cost. For more information visit the Cycle Plus webpage at: http://www.qub.ac.uk/sites/CyclePlus/

A range of facilities have been put in place across the University to encourage cycling, including secure cycle parking, lockers and showers. The University provides good quality cycle parking across the Estate for staff and students. A list of cycle parking locations can be found by visiting the webpage at: http://www.qub.ac.uk/sites/CyclePlus/Facilities/Bikeparking/CycleParkingLocations/

If you would like access to any of these please contact John McCann
<john.mccann@qub.ac.uk>

Shower and changing facilities are available, free of charge to staff, in the following areas:

Level 1, Administration Building
Lower Ground Floor, McClay Library
Lower Ground Floor, School of Psychology, David Keir Building
Lower Ground Floor, Institute of Clinical Sciences Block A, RVH
Further facilities are planned for the Ashby Tower building and Whitla Medical building.

Avail of an Annual Travel Commuter Card

Save energy - Switch it off

- Switch off lights and equipment when they are not in use or when leaving an empty room. Office lights account for 60% of energy use in an office.
- Switch off your computer screen when leaving your desk
- Don't leave appliances on standby. Switch them off at the plug.
- Take responsibility to switch off shared equipment overnight

For more information on saving energy tips for your workplace and home check the webpage at:
http://www.qub.ac.uk/directorates/EstatesDirectorate/Sustainability/EnvironmentalandEnergyAwareness/

Visitors to Campus:

Please ensure that you advise external visitors how they can get to the University using public transport, walking, cycling or car sharing. A copy of the University's Travel Guide can be found at:

http://www.qub.ac.uk/directorates/EstatesDirectorate/Sustainability/TransportTravel/TravelGuide/

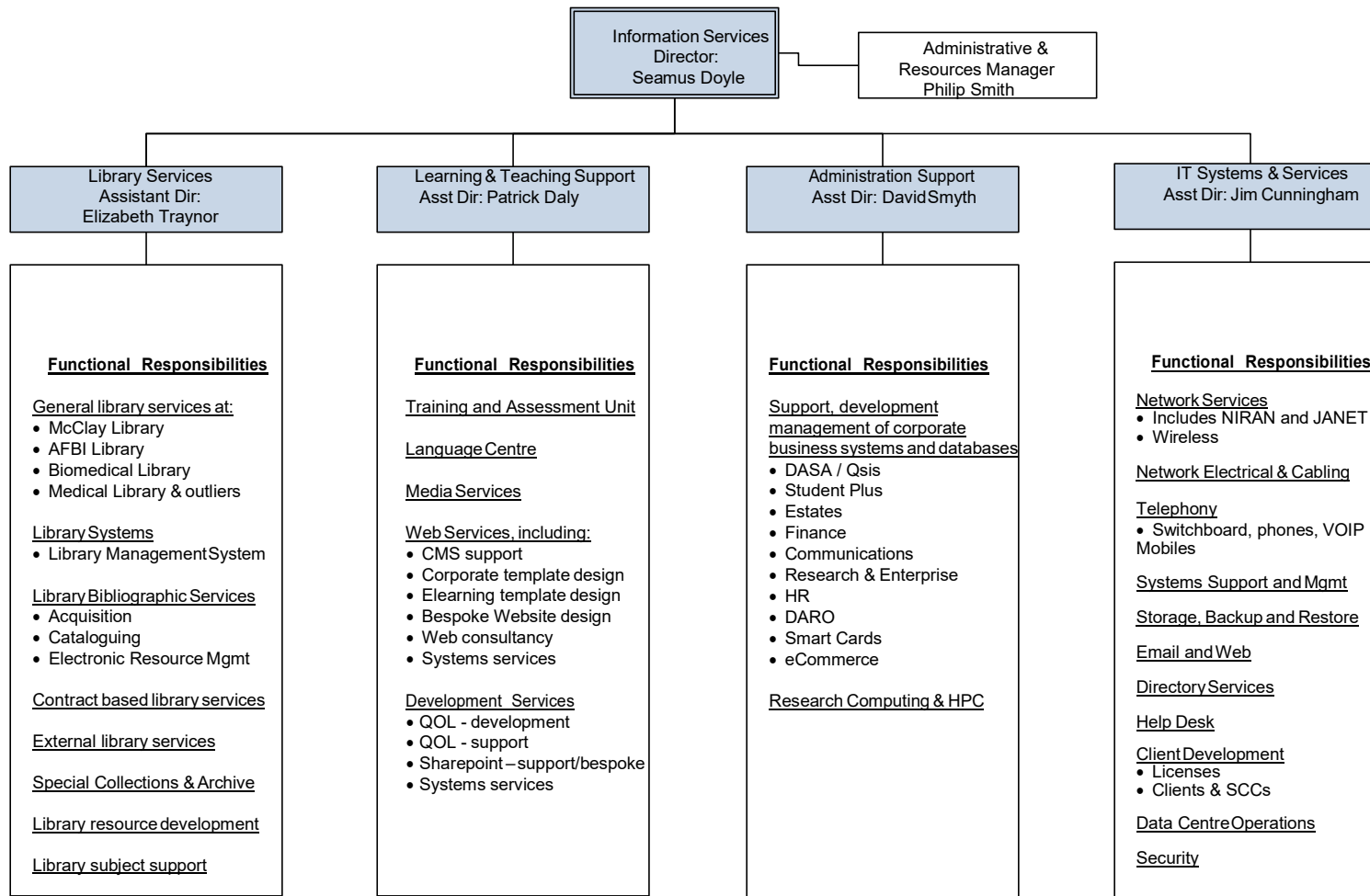**Posters**

Energy awareness posters can be downloaded from the carbon management website. To view the available posters please visit the website:

Information Services Green Champion Team

Sally Bridge
Philip Smith
Christine Carrothers
Suzanne Murray
Karl Martin
Jill Shaw
Siobhan Gunn
David Nelson
Claire McCartan
Gillian Laverty
Una Lynch
Graham Moore
Megan Corrigan
Irene Bittles
Helen Browne

Appendix 1

Information Services Structure Chart

Information Services Director: Seamus Doyle

Administrative & Resources Manager Philip Smith

Library Services Assistant Dir: Elizabeth Traynor

Functional Responsibilities

General library services at:
- McClay Library
- AFBI Library
- Biomedical Library
- Medical Library & outliers

Library Systems
- Library Management System

Library Bibliographic Services
- Acquisition
- Cataloguing
- Electronic Resource Mgmt

Contract based library services

External library services

Special Collections & Archive

Library resource development

Library subject support

Learning & Teaching Support Asst Dir: Patrick Daly

Functional Responsibilities

Training and Assessment Unit

Language Centre

Media Services

Web Services, including:
- CMS support
- Corporate template design
- Elearning template design
- Bespoke Website design
- Web consultancy
- Systems services

Development Services
- QOL - development
- QOL - support
- Sharepoint – support/bespoke
- Systems services

Administration Support Asst Dir: David Smyth

Functional Responsibilities

Support, development management of corporate business systems and databases
- DASA / Qsis
- Student Plus
- Estates
- Finance
- Communications
- Research & Enterprise
- HR
- DARO
- Smart Cards
- eCommerce

Research Computing & HPC

IT Systems & Services Asst Dir: Jim Cunningham

Functional Responsibilities

Network Services
- Includes NIRAN and JANET
- Wireless

Network Electrical & Cabling

Telephony
- Switchboard, phones, VOIP Mobiles

Systems Support and Mgmt

Storage, Backup and Restore

Email and Web

Directory Services

Help Desk

Client Development
- Licenses
- Clients & SCCs

Data Centre Operations

Security

The Medical Library is located in university accommodation (Mulhouse Building) on the Royal Victoria Hospital site. Access can be gained via the pedestrian bridge (first floor) or via the main entrance (ground floor). The Library is situated on the ground floor of Mulhouse Building.

Map of Royal Victoria Hospital Site
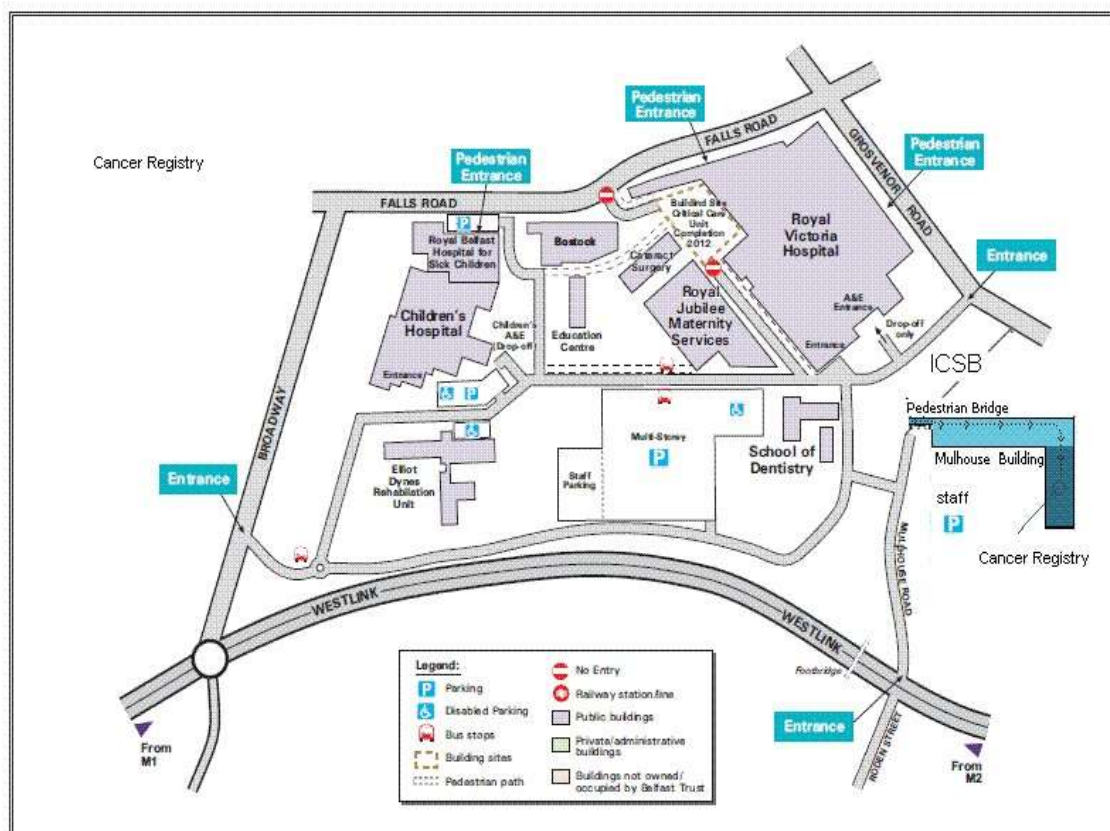
Appendix 2

Biomedical Library

The Biomedical Library is located beside reception in the Medical Biology Centre on the Lisburn Road.

Appendix 3

The AFBI Library is located in is located in the main building on the AFBI headquarters site in Newforge Lane.   Access is gained via the security point beside the visitors' carpark. The Library is situated on the first floor of the building.

Issue Desk

Appendix 4