

General Society procedures via LUU Helpdesk

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Please Note: There are new procedures for many of the ways societies interact with LUU. Please take careful note of these procedures and share them with your committee members.

What is the Helpdesk

The Helpdesk is a service provided by LUU in the main foyer of the building with the aim of centralising all enquiries so any student can phone, email or approach the Helpdesk and receive answers to as many questions as possible without being sent on to another department.

The Helpdesk will have answers to many frequently asked queries. We also book rooms, the union vans, stalls and the grass area, hand out forms, sell GIAG tickets and hold the pigeonholes for all societies.

If your society has any problems or queries you should approach the Helpdesk. Helpdesk assistants will aim to answer any queries as quickly and thoroughly as possible. If we cannot help directly we will contact the development coordinators on your behalf if they are available or take messages for them if necessary.

NB: The cash office should only be used for cash office enquiries. Cash office staff will not be able to answer general queries.

Booking a room

Societies may book many spaces within the union and the university. To book a room you must follow the room bookings procedure:

1. Societies must have had a cash office induction.

2. Rooms may only be booked by the President, Secretary or Treasurer of the society.
3. Bookings should come via www.leedsuniversityunion.org.uk/bookaspace booking form, or in person or via phone. *If approaching in person or via phone please bear in mind lunch time is our busiest period and room bookings can take a few minutes to complete.*
4. This 'bookaspace' form is a request form only. The booking is not confirmed until you receive an email confirmation. You may state a preference for a particular room, however if this room is not available or we do not believe it is the best room for your purpose we may assign you an alternative room.
5. If a conflict should occur we may contact you to arrange alternative space if necessary, however we will aim to keep and reduce the number of conflicts by assigning rooms to use each room to its full potential.
6. If you have a guest speaker, you must inform us at the time of your booking and complete an external speaker form which should be returned to your dev-co before the event.
7. Union rooms can be booked at any time, however we must have at least 2 weeks notice to book university rooms.

Using the rooms

1. You must sign on the sheet outside the room to show that you have used your booking. If any society does not sign into the room 3 times in a term their block bookings will be cancelled and they will have to book whatever room is available each week they require a room. This is in order to ensure that rooms are actually being used each time they are booked, rather than turning away requests for rooms which appear busy but are in fact not being used.
2. You must be in the room you have booked within half an hour of the start time of the booking. If a room is empty and has not been signed for after this time we may give the room away to other societies. This is to ensure rooms are not left empty when others wish to use them, and societies book rooms only for the time they actually require it.
3. You must vacate the room promptly at the end of your booking.
4. You must inform us in advance of any food to be consumed and of any guest speakers.
5. Your activities should not impact upon any other users of the building. This includes excessive noise and leaving the room in an unfit state.
6. Users of Game On and the Lounge must leave the furniture in position according to the furniture plans displayed in the rooms.

7. Venues: Any societies using Stylus, Pulse or Mine must abide by the rules of use for the Venues department.
 - The venue must be left as you found it, tidy and free of litter
 - No access to restricted areas including bar area's, stores and any staff only areas.
 - Any damage to the venue or it's fixtures will be charged to the society.
 - We have the right to cancel your booking if an event gets booked in.

Booking Stalls

All societies may book a stall in the foyer area, bee or information point. These should be booked via the Helpdesk.

1. Societies must have had a cash office induction.
2. Stalls may only be booked by the President, Secretary or Treasurer of the society.
3. You must complete a stall proposal form and risk assessment and return it to the Helpdesk. This proposal form will be checked by your dev-co and may be confirmed or denied, so you should not consider the booking confirmed until we contact you regarding it.
4. You must state whether you are selling food and if so one of your members must have a food hygiene certificate and this person must supervise all cooking.
5. You may book a stall a maximum of 3 days in a term
6. If you wish to have a stall more than 3 days in a term you may request it the week that you would like it and if a day is free we will give you a further booking.

Using the Stalls

1. You must not prevent the free and easy access to LUU by its members and staff.
2. Do not attach anything to the walls, existing display boards, or fire shutters.
3. Do not block or reduce the access as this thoroughfare forms part of our fire escape routes.
4. Societies should not be making noise of a level which impacts negatively on members and staff using the foyer / info point.
5. Any portable electrical equipment brought into the Student union will need to be tested by building services before it is connected to our electrical supply

6. Food Preparation and distribution: Must be overseen by competent person/s (for homemade products this person/s must hold a valid basic food hygiene certificate) Food physical contamination: Protect unwrapped food by covering it. Each individual item must be covered i.e. each slice of a cake, not the whole cake. Hair must be tied back and gloves worn if dealing with food.

If any group fails to comply with these conditions of use they may be asked to close the stall and may not be permitted another stall in this academic year.

Booking the precinct

Unfortunately due to the renovation of the precinct and grass area it will not be possible for societies to use the space for events or society promotion. If a society did bring their own table if university security were concerned about their safety in that area they may ask you to dismantle the stall.

Booking Display Boards

We have several display boards which societies may hire at a charge of £10 per day.

You should book the display boards via the Helpdesk.

We will require a £10 returnable deposit in addition to the £10 charge. If the display boards do not return to us in the same condition they left in we will keep your deposit.

The display boards are for use with LUU; they should not leave the building at any time.

Society post

Societies may have post delivered to the Helpdesk which will be kept in our back office. You should check your post frequently.

We will also accept parcels for you, including hoodies. There is very limited storage space at the Helpdesk. We will contact you when a large item arrives for you and would appreciate the parcel being picked up as soon as possible. Any large items will be kept for a maximum of 4 weeks. After this time they will be destroyed.

Society Promotion

If you have an LUU activity or event to promote to members, there are loads of ways to get your message around the Union.

Informed Flyering

According to the Activities Executive "Informed flyering is where you engage with the other person and then hand them your flyer, to serve as a memory of the

conversation you've had. You should be the one convincing someone to come to your event and the flyer should serve as a memory of that conversation. Blanket flyering, where you fail to engage with the person you are flyering towards has been proven to be incredibly ineffective and in recent LUU research was found to be one of the biggest frustrations with entering the Union and a reason that puts people off."

This Union Resolves:

1. Within the Union building, informed flyering is allowed.
2. Representatives from clubs or societies who choose to ignore this and continue to blanket flyer will be warned by staff from the LUU Helpdesk. Continuing to neglect this policy will result in the removal of the privilege to make stall or room bookings for a two week period effective immediately.

The Gist

The Gist is LUU's monthly guide to everything that is happening in the Union. It comes out on the last Friday of every month. 10,000 copies are printed and distributed across the Union, campus and the city.

To get your event in the Gist send an email with all the details to your development coordinator on the 10th day of the month prior to the event (i.e. if your even is in October you will need to have sent the information before September 10th).

www.leedsuniversityunion.org.uk

LUU's website features a calendar system on the home page which updates on a daily basis. When you request something to go in The Gist it will also appear on the website. To get your message on the website calendar email your development coordinator with all the details on the 10th day of the month prior to the event (i.e. if your even is October 20th you will need to have sent the information before September 10th).

Plasma Screens

There are 21 plasma screens placed around the Union building. If you would like to put your message on these screens send the electronic file and the dates that you want the information up to Louise Hartley L.J.Hartley@leeds.ac.uk at least 7 days in advance.

Plasma screen technical specifications

Video

Accepted formats

Beta SP (Preferred), MiniDV, DVD-Video, Macromedia Flash (Save as Version 7)

Not accepted formats

DigiBeta- These look very similar to BetaSP but are normally in a blue box rather than a grey one – if you are unsure please double check before sending.

Size 16:9 Widescreen (856 x 480) 4:3 Fullscreen (640 x 480)

Still / flash

Accepted formats

JPEG (RGB only), Macromedia Flash (Save as Version 7)

Not accepted formats

CMYK

Size 216 x 480 Sidebar 856 x 480 Widescreen

Audio

Please ensure all audio is stereo and does not clip. Ideally audio should be set to peak at -5db.

It is especially important to check these levels before sending Flash files with audio.

Flash notes

Save as Flash v7 .swf 25fps (frames per second) No embedded video clips No bitmap transitions Double check audio levels (see above)

General Notices

There is a pin-board in the foyer area where any member can pin any notice no larger than A4. There are a further two general notice boards leading down the stairs from the foyer. If you want to put a notice on these boards simply take your notice to the Helpdesk and one of the Helpdesk Assistants will stamp up to 2 posters for you to put up.

LSRfm.com

LSRfm.com is the premier student radio station in the country, broadcasting throughout term time on the internet. Send your news to info@lsrfm.com

Leeds Student Newspaper

Leeds Student Newspaper is printed every Friday of term time and has a print run of 6900. Send your stories to editor@leedsstudent.co.uk

LS:TV

LS:TV broadcast on a daily basis to 16 screens around the Union, to contact someone about how you might be able to get your story on screen email hy07a3c@leeds.ac.uk

Stalls

Any society may book out a stall either in between extras and essentials or in the reception foyer. This is a great way to increase awareness of your society and to promote specific events. The stalls will be booked from 10am-4pm and you will be provided with a table and 2 chairs. Please bear in mind there are several health and safety regulations which must be enforced (see stalls section)

Why you blanket flyer

Now there are so many other good ways of promoting your message in LUU the distribution of flyers or leaflets is no longer an option around LUU. We've been told by members that they don't really like having leaflets given to them, and less waste paper means a greener planet! Leeds City Council have also introduced new rules on handing out leaflets which restricts the distribution of printed material in public areas. If you are seen blanket flyering without permission this may become a disciplinary issue. If you are seen flyering without a licence by Leeds City Council they may also fine you for littering and causing a public nuisance. Informed flyering was passed as a policy by the Activities Executive as a middle ground between blanket flyering and flyering being banned.

There will be further guidance on 'informed flyering' in the next few weeks.

Procedures for booking LUU exec van and LUU kangoo.

Societies may book the union vans. The vehicles we have on site are;

- Renault Kangoo

Accessible van – this vehicle has wheelchair access. If you need to use this facility please speak to building services for training well in advance of your booking.

- Ford Tourneo (Exec van)

9 seat (including the driver) people carrier – you will need to complete your MiDAS assessment prior to using this vehicle

The vans must only be used for union business (not nipping home or moving house) as our insurance does not cover you in these circumstances. The vans must be returned by 6pm during term time as they are used for the night bus service.

Authorisation

Anyone who wishes to drive the union vans must first become an authorised driver by filling in the [Application form](#) and returning it along with both parts of your drivers license to the Helpdesk to be photocopied.

If you wish to drive the larger exec van you must complete a MIDAS driving test- this can be arranged with Anne-Marie Rooney in the ARC.

Booking the vans

To book the vans you should preferably email unirecep@leeds.ac.uk with the following details; date, time, which van you prefer, your name, the society you represent, your mobile number so we can contact you when you are in the van. We will then book you in if the vans are available and send you a confirmation, or let you know the van is not available and suggest other options to you. Vans are only available from 8.30 am until 6pm.

Keys

Keys should be picked up from Helpdesk and signed out and signed back in again once returned. If the van is returned after Helpdesk is closed (7pm- only out of term time!) please put the keys in the red key drop box by the entrance.

Checking out sheet

Using the union vans requires the same accountability as hiring any car or van. To ensure this anyone using the vans must complete checks before and after using the van.

Helpdesk will give you a clipboard with instructions on how to check the vehicle and you must sign to say that there is no new damage, fuel and fluids are at the correct level and all relevant components are working. If any of these checks are not the same (i.e. there is new damage or less fuel in than there should be) inform Helpdesk or building services before driving away.

When you return you must perform the same checks and sign off to say you have left the vehicle in the same state you found it in. If you damage the vehicle whilst using it please inform Helpdesk or building services immediately.

It is important that these checks are completed each time the vehicle is used as we will trace any damage back to previous users to work out who is responsible.

Lessons in how to complete the checks will be available- it will only take 5 minutes so I would recommend asking Anna on Helpdesk or Building services to talk you through it the first time you use the vans.

Fuel

You should ensure that you replace any fuel they you use on each journey, this will be tracked using the checking out sheets. With the committee's authorisation and a completed Cash Reclaim form, you will be able to claim back the money through your societies/sports clubs account from the ARC Cash Office.

Using a hire vehicle

If both vans are booked or you require a different vehicle within reason and so long as you have the correct licence we can hire a range of vehicles for you locally such as;

Cars, vans, MPV's and minibuses.

Some of the companies we use can, for an additional fee, deliver your vehicle outside the Union.

For all hire vehicles you complete the same driver authorisation form (Appendix **B**). To book a vehicle please complete a [Vehicle booking form](#) and hand it in to Helpdesk.