UNIVERSITY OF KENT
INFORMATION SERVICES COMMITTEE

Minutes of the meeting held on 8 June 2011

Present: Professor J Baldock (Chairman), Ms L Crowley, Mr M Ellis, Professor MD Fischer, Mr NSR Jackson, Mr J Pink, Mr J Sotillo, Mr S Thornton, Ms T Turner, Dr AH Ward, Ms G Woodhams, Mrs JC Hornsby (Secretary).

Apologies: Mr MEC Banbery,

22/10-11 WELCOME TO NEW MEMBERS

The Chairman welcomed Ms Trudy Turner, the Assistant Director, Library Collections, to her first meeting of the Committee.

23/10-11 MINUTES

The minutes of the meeting held on 10 March 2011 were approved.

24/10-11 MATTERS ARISING

There were no matters arising.

25/10-11 COMPUTER USER PANEL

The Chairman of CUP spoke to the minutes of the meeting held on 25 May 2011 (paper ISC 25/10-11). The renaming/reconstitution of the CUP was still on the agenda, but in the short term, the Chairman is trying to improve the attendance of the current representatives.

In relation to the future of WSSG, it was agreed that the respective Chairmen of CUP and WSSG meet between now and the next meeting of ISC to discuss and resolve this ongoing issue finally.

26/10-11 LIBRARY USER PANEL

The minutes of the meeting held on 24 May 2011 were received and noted (paper ISC 26/10-11). The chairman of the LUP spoke to the minutes of that meeting, which was very strongly student-focussed. Student concerns included security, general poor behaviour, and the lack of 24 hour opening. Security has been an issue for the Library for some time, as there have been several thefts of property left unattended, and steps are being considered to try to counter this. The Respect campaign has been launched to focus users’ minds on their behaviour in the Library.

27/10-11 DRILL HALL LIBRARY USER GROUP

The minutes of the meeting held on 18 May 2011 were received and noted (paper ISC 27/10-11).

28/10-11 REPORT FROM THE DIRECTOR OF COMMUNICATIONS & MARKETING
No report was received, and no representative was present from Communications & Marketing.

29/10-11 REPORTS FROM THE DIRECTOR OF INFORMATION SERVICES

(i) Director’s Report

The Director of Information Services spoke to his report (paper ISC 28/10-11), and drew the attention of the Committee to the following points in particular:

A3 Alumni Email Service
Now confirmed and embedded.

A5 Departmental Materials Fund
At the Committee’s last meeting, there had been an action on the Director of Information Services to consider further the issue of funding for the DMF, particularly in relation to the subscription for electronic journals. The Director of Information Services tabled paper ISC 31/10-11 which outlined alternative funding models for journals. A range of resources had been identified which were of broad value to the University, but which could not be pinned down as the responsibility of individual Schools. The cost of these is c.600k, and the proposal that Schools are topsliced for the costs.

The proposals meet with general agreement but the Committee were of the view that the support of Deans was needed, and so decided to send the paper to Senate for approval.

It was noted during discussion that the DMF ad received two sets of additional funding in the current financial year, which although welcome, came at times that did not allow sufficient space for considered spending, as all funds had to be used by the end of the financial year. For the next year, DMF has been allocated an uplift of £334k.

B1 Carrel Service

The new arrangements for hire of Library Carrels is working well, and there may be scope for some flexible rental, possibly by pairs of students who will use the room at different times, rather than it remaining empty for long periods.

B2 Reading Lists

An off the shelf system is under consideration at present which could be in place for the start of the 2011-2012 academic year.

B4 Templeman Library Maintenance Issues
Following the discussion at the last meeting of the urgent issues in the Library building, £2m was allocated immediately by Executive Group to begin addressing these.

B6 Admissions System
Talisma is the product identified to replace the current admissions system, and staff are being recruited for this major project; it is anticipated that the new system will be in place in time for the admissions round in October 2012 for PGs and 2013 for UGs).

B12 Module Evaluation
The software being procured for use with module evaluations can be used for a variety of purposes.

(ii) IS Student Survey

The Committee received paper ISC 29/10-11, the final report on the status of the IS response to the survey in 2009-10. The Committee were again impressed with the number of tasks undertaken and completed in response to feedback, but felt that in a few instances it would be useful to have some quantitative data as well as descriptors.

It is important that the scale of the response to student feedback is itself fed back to students so that they are aware that their comments really do count, and the consensus was that students are far more likely to engage with their schools and staff-student liaison committees than with IS directly, and that this report should be relayed to local contacts, including school IT representatives for that purpose.

b) Student Satisfaction Survey 2010/11: Report and Analysis

The Committee received a report on the 2010/11 survey undertaken before Christmas, which elicited a 9% response rate (paper ISC 30/10-11).

c) Student Satisfaction Survey 2010/11: Action Plan Highlights

Sam Thornton presented the highlights of the highlights to the committee via PowerPoint in lieu of a paper. The findings will be reported in more detail at the next meeting.

30/10-11 ATTENDANCE MONITORING

Mr Ellis reported that the School of Engineering & Digital Arts has been working on a prototype attendance monitoring system which is almost ready for release. Funding had been forthcoming from the University innovation fund which had allowed the development and construction of hand held monitors, sufficient for an initial supply of two per school for September 2011.

31/10-11 CHAIRMAN OF THE COMMITTEE

The Chairman reported that following the Professional Services Review, and the rearrangement of PVC portfolios, he would no longer be chairing the committee; the new Chairman will be Professor Alex Hughes. He recorded this admiration for the work and commitment of the Information Services team which is central to the lives of all at the University, staff and students alike.

For their part, the Committee thanked Professor Baldock for his work as Chairman of the Committee and wished him well for his new brief.

32/10-11 DATE OF NEXT MEETING

To be confirmed by Central Secretariat.