THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the Meeting held on 19 March 2012

PRESENT: Professor Alex Hughes (in the Chair), Professor David Chadwick, Mark Ellis, Dr Ellie Lee, Jon Pink, John Sotillo, Gill Woodhams, Dr Keith Lampard.

APOLOGIES: Dr Simon Kirchin.

12/11-12 MINUTES

The Minutes of the meeting held on 21 November 2011, Paper ISC 10/11-12, were confirmed.

13/11-12 MATTERS ARISING

(a) Terms of Reference and Membership (minute 01/11-12 refers) Recommended to Senate (21 March 2012) for approval. Note: Senate approved this item.
(b) Revision of the Computer User Panel (minute 05/11-12 refers) Forwarded to Senate (21 March 2012) for note.
(c) Library and Computer Regulations (minute 01/11-12 refers) The Committee noted that the revised Library and Computer Regulations had been considered by correspondence and recommended to the Senior Deputy Vice-Chancellor for approval on behalf of Senate. Note: Approved 23 March 2012.

14/11-12 CHAIR’S COMMUNICATIONS

Digital and Student Communications

The Chair reported that she had set up a small working group to consider issues relating to digital communications: communications targeting students, developments in apps and Facebook.

15/11-12 IT USERS PANEL

The Committee received the minutes of the meeting held on 20 February 2012, Paper ISC 11/11-12.

16/11-12 LIBRARY USER PANEL

The Committee received the minutes of the meeting held on 22 February 2012, Paper ISC 12/11-12.
(a) **LUP Meeting Format**

The Committee noted discussions of the Library User Panel concerning academic representation and recommended that Faculty representatives promote a regular dialogue with all school representatives through electronic mailing lists or regular meetings.

(b) **Talis Reading List System**

The Committee noted:

(i) the introduction of the new Talis Reading List System, its link to Moodle, improved interface, the training provided for staff and the good response in some schools, particularly in Humanities;

(ii) that Information Services had worked successfully with some schools to encourage use of the system;

(iii) that the Learning and Teaching Board had agreed to promote an equality of student experience through the provision of a baseline service. This includes a minimum provision of reading lists through Talis.

(iv) that some schools, had been reluctant to engage with Talis on the grounds of staff time and an unwillingness to change their current arrangements.

The Committee agreed:

(i) to recommend that Trudy Turner, with input from Lauren Crowley, prepare a briefing for the Library User Panel on the benefits of using Talis and the need to promote a common baseline for the student experience;

   **ACTION:** Information Services

(ii) that Information Services continue to work with schools to encourage the maximum adoption by September 2012;

   **ACTION:** Information Services

(iii) that the Chair will contact the Deans to ask them to work with schools to encourage participation and to raise awareness of the merits of the system.

   **ACTION:** Chair

(c) **Student Feedback**

The Committee commended the introduction of a Facebook page by Kent Union to promote feedback regarding the Library.
DRILL HALL LIBRARY USER GROUP

The Committee received the minutes of the meeting held on 19 January 2012, Paper ISC 13/11-12 and noted reports of high levels of student satisfaction.

REPORT FROM THE DIRECTOR OF INFORMATION SERVICES

The Committee considered the Director’s Report, Paper ISC 14/11-12.

A1 Service Performance has been good.

A2 Student Survey
The Committee recommended that further attention should be given to improving the response rate including the possibility of providing a longer period for students to respond. ACTION: Information Services

A3 IT provision in the Library increased by 25% over the Christmas vacation.

A4 Silent Study Furniture replaced on Levels 3 and 4 during the Christmas vacation (308 study desks), including power sockets at almost every location.

A5 Reading List System
See also minute 16b/11-12 above. The Committee recommended that further consideration be given to the possibility of extending the reading list system to the Medway campus for September 2012. The Drill Hall Library runs on the Greenwich library system and it will take until 2013 to provide a link with the Kent reading list system. Information Services will explore the possibilities of partial introduction for September 2012 without links to the library catalogue. ACTION: Information Services

A6 Online Module Evaluation launched in the Autumn Term and will be the basis for providing more prompt feedback to students.

A7 The New University Web Template has been rolled out to all main site pages.

B1 Extension to the Templeman Library
Architects have been shortlisted and a contract is due to be awarded in April.

B2 Departmental Materials Fund
There has been a significant uplift in the budget. An agreed top slice will preserve access to online research resources. It is proposed that Medway will be brought into the Departmental Materials Fund.

B3 The Reserve Collection Project is underway and will free up space in the main library.
B4 **Shelf Ready Stock**  
A pilot project has been introduced to reduce the cost of adding material to stock and the length of time it takes to become available to users.

B5 **Information Literacy**  
A project is underway to deliver an updated information literacy strategy and an online information literacy toolkit.

B6 **Social Learning Zone**  
A student survey has been undertaken to inform the refurbishment planned for the summer.

B7 **Moodle 2** to be available May 2012. The Committee recommended that further consideration be given to the transfer of data from SDS to Moodle regarding coursework deadlines and timetable information. Students are confused when SDS and Moodle display conflicting data. SDS should hold the key data. The Director of Information Services agreed to look into the matter and report to the next meeting on the feasibility and timescale.  
**ACTION:** Information Services

B8 **Admissions Systems Project**, see minute 19/11-12.

B9 **Research Management and Administration Service**  
Work is ongoing.

B10 **Shared Data Centre with Canterbury Christchurch University**  
This is currently delayed due to difficulties in securing arrangements with Kent County Council and Canterbury City Council.

B11 **E-mail for Life**  
This service is being extended to research postgraduates and staff from February 2012.

B12 **Transfer of staff e-mail accounts to the new 2010 service**  
This is progressing well.

B13 **JISC Transformations Programme**  
Information Services and Enrolment Management Services have been awarded a JISC project to improve management and access to course information.

B14 **Mobile Webb App** to provide campus information was launched in October and an enhanced App will be launched in March.

B15 **Open Access Journal Pilot:** has been successful. Research Services are to develop a strategy and the University is to determine a policy on open access journals.
B16 Information Services Operational Plan, Paper ISC16/11-12 – Mark Ellis requested that Lync and Presence be included in the agenda for rolling out new functionality.

B17 Budget Proposal for Financial Year 2012-2013, Paper ISC17/11-12

19/11-12 ADMISSIONS SYSTEM PROJECT

The Committee considered a progress report, Paper ISC 15/11-12 and noted the following:

(a) The agreement with Talisma has been terminated due to delays, concerns whether the product was fit for purpose and the level of post-implementation support likely to be available.

(b) A contingency plan has been agreed for 2012 including a tightening of admissions protocols, migrating to paper-light processing, increasing the number of automated communications with applicants and work on the current Postgraduate Systems to improve page response times.

(c) There will be a strategy review to determine the most appropriate way forward.

520/11-12 DATE OF NEXT MEETING

The date of the next meeting was confirmed as Monday 11 June 2012 and will be held at 2 pm in Senate Committee Room 2.

KJL/KAB
02.04.12.