THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the Meeting held on 28 November 2012

PRESENT: Professor Alex Hughes (in the Chair), Mark Ellis, Dr Giacomo Macola, Professor Michael Fischer, Professor David Chadwick, Alex Murray, Jon Pink, John Sotillo, Gill Woodhams, Posie Bogan, Dr Keith Lampard.

APOLOGIES: Dr Ellie Lee, Dr Helen Gittos.

01/12-13 TERMS OF REFERENCE
The Committee noted Paper ISC01/12-13, Terms of Reference and Membership.

02/12-13 MINUTES
The Minutes of the meeting held on 11 June 2012, Paper ISC02/12-13, were confirmed.

03/12-13 MATTERS ARISING

(a) Digital Communications Group (Minute 221/11-12 refers)
The Committee approved the Terms of Reference and Membership of the Digital Communications Group, it being noted that there would be at least one academic representative for each Faculty and that academic staff undertaking relevant projects could be invited to join.

(b) Wireless Network (Minute 23b/11-12 refers)
John Sotillo reported:

(i) that funding had been approved to extend wireless connections to all study bedrooms and that work had commenced on a further phase to roll out the wireless network as far as possible across the campus;

(ii) that a project had been included in the Operational Plan to begin the development of a wireless service for University visitors in May-June 2013;

(iii) that wireless connections had been provided for University services in Woolf College but the design of the building inhibited wireless connectivity to external services for mobiles and texting. This problem had been raised as an issue by international students in particular but could not be resolved by Information Services. The issue had been referred to the Estates Department to consider in the design of new buildings.

(c) Study Space During the Examination Term (Minute 241/11-12 refers)
John Sotillo reported:

(i) that plans were underway to refurbish and extend study spaces in the colleges and Parkwood later this year;

(ii) that consideration had been given to using teaching space for private study in the Summer Term and the requirements for the delivery of services;

(iii) that issues of communication and signage were under consideration;

(iv) that all these matters were formative for the development of the Templeman Library both for the demand for flexible space within the Library and for the introduction of temporary facilities during the building works.

The Committee suggested the following:

(i) students are likely to prefer to use larger spaces near the Library for study during the Summer Term;

(ii) there should be a comprehensive guide to the different types of study space available across the campus. The addition of study facilities to the Mobile App for classrooms should be considered, together with the creation of a guide based derived from the campus master map (Contact Lesley Farr, Design and Print Centre).

(iv) there could be a poster display outside the Library to provide information to prospective students.

**ACTION:** John Sotillo and Alex Murray

**04/12-13 CHAIR’S COMMUNICATIONS**

The Committee received a copy of the Annual Report to Senate of the Information Services Committee, **Paper ISC03/12-13**.

**05/12-13 IT USERS PANEL**

The Committee received the Minutes of the meeting held on 5 November 2012, **Paper ISC04/12-13**.

**06/12-13 LIBRARY USER PANEL**

The Committee considered the Minutes of the meeting held on 7 November 2012, **Paper ISC05/12-13** and the comments received from the Chair, Dr Ellie Lee, in particular, the concerns expressed by students relating to the disruption resulting from the proposed extension to the Templeman Library.

The Committee agreed to note:

a) the need to ensure that students feel part of the planning and redevelopment process of the Templeman Library;
b) the creation of a student group set up by Kent Union that could be used as a focus group to feed into other meetings.

07/12-13 DRILL HALL LIBRARY

The Committee considered the Minutes of the meeting held on 3 October 2012, Paper ISC06/12-13.

a) Student Behaviour

The Committee noted:

(i) the concerns raised about student behaviour;
(ii) that Greenwich had restricted the use of social media on PCs in some of its areas and would be providing a report of student feedback;
(iii) that the position of Kent had been to provide guidance rather than to impose restrictions;
(iv) that the position would be reviewed in the light of student feedback provided by Greenwich.

b) Opening Hours

Alex Murray reported that there was demand from students for the Drill Hall Library to have extended hours in the Summer Term comparable to the Templeman Library in Canterbury.

It was agreed that a proposal would be prepared in February, to include provision for a late night minibus service, for the consideration of the Campus Management Board.

ACTION: John Sotillo and Alex Murray

08/12-13 REPORT FROM THE DIRECTOR OF INFORMATION SERVICES

The Committee received the Director’s Report, Paper ISC07/12-13.

a) Reading Lists (item A9)

The progress of Readinglists@kent.ac.uk was noted, including the closer integration with Moodle; the provision of management information for library and academic staff on reading list usage; and the positive feedback from students.

b) Lecture Capture Project (item B28)

The Committee noted that the Lecture Capture Project had raised issues relating to copyright that need to be considered as part of the discussions of the Executive Group concerning intellectual property rights.

ACTION: Alex Hughes

09/12-13 ADMISSIONS SYSTEM PROJECT

Jon Pink provided an update on the progress of the Admissions System Project.
a) A contract has been signed with Tribal for the implementation of SITS:Vision by September 2013 following a series of visits to other universities and a tendering process.

b) The current Student Data System (SDS) would need to be replaced in 2 years time and there would be an assessment of the extent to which SITS:Vision might be able to meet the University’s requirements.

John Sotillo raised a concern about the scheduling of major corporate projects, such as Admissions, SDS, Human Resources and Research and the consequent need for additional resource in Information Services.

10/12-13 EXTENSION AND REFURBISHMENT OF THE TEMPLEMAN LIBRARY

The Committee received Paper ISC09/12-13 the Stage D Report on the proposed Extension to the Templeman Library and noted the following points.

a) Options for phasing were set out in Section 6.3 with Option 2 causing less disruption to users.

b) The number of study spaces would be increased from 1100 to 1812 with a further increase to 2000 in the Summer Term.

c) The extension would permit an increase in book stock at the current rates of growth for 10-15 years, although it was anticipated that there would also be a large expansion of digital stock. The collection would be made more accessible by a reduction in the height of stacks and an increase in the space between stacks.

11/12-13 NSS ANALYSIS

The Committee considered Paper ISC10/12-13, an analysis of NSS results, an action plan and Faculty of Humanities Action Points.

The Committee noted the following points:

a) the drop in learning resources scores for 2012 was disappointing and difficult to explain, particularly as the provision at Kent compared well with other institutions;

b) there were particular issues with low scores in the Faculty of Humanities and it appeared that satisfaction levels dropped as students progressed through the University;

c) Information Services had launched a targeted student survey addressing issues raised by the NSS, the results of which would be available for the next meeting of the Information Services Committee;

d) a ‘Do You Know?’ campaign would be run from December to January using posters and social media to raise awareness of the learning resources available and the enhancements that have been provided.

e) further suggestions included tailored questionnaires and circulars focusing on the issues raised by particular groups and focus groups following students through their careers at Kent.

12/12-13 DATE OF NEXT MEETINGS