THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the Meeting held on 13 June 2013

PRESENT: Professor Alex Hughes (in the Chair), Mark Ellis, Dr Ellie Lee, Dr Helen Gittos, Professor David Chadwick, Jon Pink, John Sotillo, Gill Woodhams, Posie Bogan

APOLOGIES: None received

25/12-13 MINUTES

The Minutes of the meeting held on 18 March 2013, Paper ISC20/12-13, were confirmed.

26/12-13 MATTERS ARISING

(i) NSS analysis in relation to Humanities (Minute 14/12-13 refers)
Dr Helen Gittos reported that she had met Dr Simon Kirchin, Director of Learning and Teaching for the Humanities faculty, and that she had joined the Faculty Board and the faculty Library committee. She now felt much better informed about Humanities activity to raise Library NSS scores and would be able to support the analysis of NSS 2013 in the autumn term.

It was agreed that Dr Helen Gittos, Dr Simon Kirchin and Justine Rush (Humanities Faculty Librarian) should meet following the publication of NSS 2013 results to consider the survey results and trends.

Dr Gittos also proposed to poll second year students in the autumn term 2013, possibly via module convenors, to inform improvement work. John Sotillo suggested that Anne Maruma (IS Quality and Standards Manager) and Dave Puplett (IS Head of Academic Liaison) could help support this activity.

ACTION: Dr Helen Gittos

(ii) Role of Information Services Committee Faculty Representatives (Minute 15/12-13 refers)
The Chair and John Sotillo reported that they had submitted a joint paper to the Deans for consideration and were awaiting feedback. The Chair read out the brief for the role and emphasised the need for Faculty Representatives to link in with key groups within the faculty and be a conduit of communications between those groups and ISC. The Chair said she would amend the paper, if necessary, following feedback from the Deans.

ACTION: Professor Alex Hughes

It was agreed that members of ISC would take part in an off-line discussion of this paper following any amendments proposed by the Deans and prior to the December 2013 meeting of the committee.
((iii) Drill Hall Library User Group: extended opening hours (Minute 19/12-13 refers)

John Sotillo reported that the survey was running until the end of term and that students had received advice on travelling home safely. Gill Woodhams added that student responses had been generally positive to the increase in opening hours and a survey analysis would be undertaken.

27/12-13 CHAIR’S COMMUNICATIONS

None

28/12-13 DIGITAL COMMUNICATIONS GROUP

The Committee received the Minutes of the meeting held on 30 May 2013, Paper ISC21/12-13. The Chair, Posie Bogan, reported that the Terms of Reference for the group had been simplified, as requested by ISC, and now stood at seven bullet points.

The committee asked that Posie Bogan and Mark Ellis ensure that the work of the Digital Communications Group and the IT User Panel do not overlap.

29/12-13 IT USER PANEL

The Committee received the Minutes of the meeting held on 4 June 2013, Paper ISC22/12-13. The Chair, Mark Ellis, reported that the meeting had been well attended and had addressed some useful issues.

The Committee noted:

(i) That there would be a Web Forum – provisional date 12th July
(ii) That Adobe licensing changes could significantly impact the University and that the IS Quality and Standards team were monitoring activity and reporting on our position
(iii) That the meeting has expressed a concern about possible plans for centralised printing and lack of knowledge about what was being proposed. Mark Ellis had written to Don Bowman (Procurement Manager) for clarification. The ISC Chair will pick this up if necessary following Don Bowman’s response

ACTION: Mark Ellis/Professor Alex Hughes

30/12-13 LIBRARY USER PANEL

The Committee considered the Minutes of the meeting held on 22nd May 2013, Paper ISC23/12-13 and the comments received from the Chair, Dr Ellie Lee, in particular, that all faculty Library committees had taken place in advance of the meeting and that a number of issues had been raised.

The Committee noted:

a) The School of Anthropology had a concern about the impact of traffic movement during the Templeman Development project and that John Sotillo would invite a representative from the Marlowe building to join the Templeman Development Communications Group.

ACTION: John Sotillo
b) That students had reported that the Library was too noisy during the exam period although they acknowledged that alternative study spaces were provided including 55 silent spaces in Senate. John Sotillo reported that a map of alternative spaces had been produced and this would be included in the next release of the Mobile app along with other forms of signage. John Sotillo agreed to work with ISC Faculty Representatives to set the ratio of silent, quiet and social study spaces within the new/refurbished building.

   **ACTION: John Sotillo**

### 31/12-13 DRILL HALL LIBRARY USER GROUP

The Committee **considered** the Minutes of the meeting held on 15 May 2013, **Paper ISC24/12-13**.

The Committee **noted**:

(i) that the meeting was poorly attended

(ii) that the extended opening hours pilot had been well received but was not yet funded for future years and that this would be discussed by the Campus Management Board

   **ACTION: John Sotillo**

(iii) that Dr Helen Gittos had a concern about the consultation with Humanities schools regarding the transfer of History of Art material from Tonbridge to Medway. John Sotillo confirmed that detailed consultations regarding changes to our collections are undertaken regularly and as a matter of course, but agreed to refer this concern to Trudy Turner (IS Assistant Director – Library Collections)

   **ACTION: John Sotillo**

### 32/12-13 REPORT FROM THE DIRECTOR OF INFORMATION SERVICES

The Committee **received** the Director’s Report, **Paper ISC25/12-13**. John Sotillo drew attention to the following items:

a) **Service incidents (item B.5)**
   The number of service incidents appears to have increased recently and is being reviewed for underlying trends.

b) **IS Strategy Refresh (item C.13)**
   Work has started on refreshing the IS Strategy and there will be consultation with the University in the autumn term with a report to ISC either later that term or at the spring term meeting.

c) **Wireless service (item C.16)**
   The roll-out to student accommodation has been completed and IS are now tendering for a company to roll-out the service to staff and social areas on campus. The development of the service for visitors to campus is at the planning stage.

d) **Increased study space (items C.18 – C.21)**
   The increased study space during the exam period was enhanced by the early purchase of PC’s. Space management plans are being developed to protect silent study space and to add further study space options including in Tyler Court A, Rutherford bar and JCR and at Park Wood.
e) Open Access Policy (item C.25)
The policy has been approved by Senate and the Board of Research and Enterprise has backed the hosting of open access journals at the University. Schools are being encouraged to seek support from IS in this area.

32/12-13 ADMISSIONS SYSTEM PROJECT
Jon Pink provided an update on the progress of the Admissions System Project including:

a) The project is meeting its targets and is due to go live at the end of August 2013. Currently the work flow is being customised and will be tested shortly.

b) Applications will be accepted via the new system from September 2013.

c) The project to replace the Student Data System will begin shortly. Tribal do have a relevant module but other aspects such as timetabling and clearing will also be reviewed and very detailed planning is required to ensure a smooth move to a new system

33/12-13 ANY OTHER BUSINESS
The Chair thanked Alex Murray in absentia for his contribution as the Kent Union representative and noted that he had been re-elected and would remain on ISC for 2013/14. She also thanked Keith Lampard in absentia for his contribution as Secretary and noted that he would no longer be attending the meetings. The Chair asked John Sotillo to seek a new secretary for the group through Karen Goffin (Head of the Central Secretariat).

ACTION: John Sotillo

The Chair thanked the members of ISC for a very productive year. She commented that she found the Committee quite formal and suggested there should be room for more free-flowing discussion. The Committee agreed that at the Chair’s pre-meeting with the Director of Information Services and the Secretary at list of potential topics would be agreed and members of the group would be invited to select a topic from the list for discussion at the next meeting.

ACTION: Professor Alex Hughes/John Sotillo/Secretary

12/12-13 DATE OF NEXT MEETINGS (provisional)

Monday 9 December 2013 at 11am
Monday 17 March 2014 at 2pm
Monday 16 June 2014 at 2pm

GW 20/6/13