THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the meeting held on 09 December 2013

PRESENT: Jon Pink (Chair), Mark Ellis, Dr Ellie Lee, Dr Alison Dean, Dr Helen Gittos, Professor David Chadwick, John Sotillo, Gill Woodhams (minutes), Posie Bogan, Dr Simon Kerridge, Helen Farbrace (observing)

APOLOGIES: Professor Alex Hughes, Alex Murray

01/13-14 TERMS OF REFERENCE
Approved, to be updated and sent to Sarah Megson

ACTION: Gill Woodhams

02/13-14 MINUTES

The Minutes of the meeting held on 13th June 2013, Paper ISC02/13-14, were confirmed.

03/13-14 MATTERS ARISING

a/ From ‘Matters Arising’ from the meeting of 18th March (minute 26/12-13)

(i) NSS analysis in relation to Humanities (Minute 14/12-13 refers)
Dr Helen Gittos will be meeting Dave Puplett (IS Head of Academic Liaison) during December 2013

ACTION: Dr Helen Gittos

(ii) Dr Helen Gittos to poll Year 2 students to inform improvement work this will be discussed with Dave Puplett.

ACTION: Dr Helen Gittos

(iii) Role of Information Services Committee Faculty Representatives (Minute 15/12-13 refers)
Professor Alex Hughes agreed to amend the paper, if necessary, following feedback from the Deans. Gill Woodhams to re-send the governance paper from Professor Alex Hughes.

ACTION: Professor Alex Hughes/ Gill Woodhams

b/ From ‘Matters Arising’ from the meeting of 13th June (minutes approved)

(i) Mark Ellis reported the project to combine printing and copying had been delayed. John Sotillo informed the group the copying contract was to be renewed and Don Bowman had hoped to combine it with the printing contract, but this is no longer the case
(ii) Marlowe building is now represented on the Templeman Development communications group

(iii) John Sotillo confirmed discussion with respect to social, quiet and silent space ratios with ISC Faculty reps. had not yet taken place. John confirmed that the plan for the new building will see an increase in each type of space. A paper proposing arrangements will be consulted on with staff and students during next year.

ACTION: John Sotillo

(iv) John Sotillo informed the committee that the Campus Management Board will fund Drill Hall Library extended opening hours from savings in 13/14. Regularising funds will be bid for in the forthcoming budget round.

(v) Dr Helen Gittos’ concern about the transfer of Art History material from Tonbridge to Medway has been referred to Trudy Turner

(vi) Helen Farbrace (new IS Administration Manager) is now in post and will service ISC from the spring term.

(vii) Jon Pink called for members to generate ideas for discussion topics for future ISC meetings as the Vice-Chancellor is keen to ensure more member business feeds into Senate. Discussion ensued on how topics should be selected.

Suggestions put forward:
Professor David Chadwick – Procurement
Dr Helen Gittos a/ Management of research data
b/ How to get staff more engaged with the library
Dr Simon Kerridge – Social media used by academics. Jon Pink thought this might be a good topic for the Digital Communications Group.
John Sotillo - Disaster recovery/business continuity
Mark Ellis suggested “Policies” as an overarching topic. Jon Pink agreed that there should be a framework of policies and guidance across the university. Professor David Chadwick referred to the ISO standard on Information Security Management which he thought would provide an outline of useful guidance.

Jon Pink asked what focus the discussion should get within a meeting and who would produce a paper. John Sotillo thought that multiple perspectives might be useful and he confirmed that he will discuss all suggestions with Professor Alex Hughes

ACTION: Jon Pink/John Sotillo

04/13-14 CHAIR’S COMMUNICATIONS

There were no Chair’s Communications
SECTION A: ITEMS NOT REQUIRING DISCUSSION

05/13-14 ITEM A5: DIGITAL COMMUNICATIONS GROUP

The Committee considered the Minutes of the meeting held on 26th November 2013 Paper ISC03/13-14. Posie Bogan stated that this is still a new group; its aims have been narrowed and should be reviewed.

ACTION: Posie Bogan

John Sotillo said that a review of the University website was taking place to make it more targeted and useful as many pages which are costly to manage are not accessed. Considerable work to improve mobile access has taken place.

06/13-14 ITEM A6: IT USER PANEL

The Committee considered the Minutes of the meeting held on 4th November 2013 Paper ISC04/13-14.

Mark Ellis reported that an initial discussion on high performance and distributed computing had taken place. Mark thinks computing demand is growing as more professional IT staff are employed within schools e.g. Economics, Architecture.

He also reported that the group had discussed Information Security as it was on the ISC agenda and it was agreed that clear guidance was needed.

07/13-14 ITEM A7: LIBRARY USER PANEL

The Committee considered the Minutes of the meeting held on 6th November 2013 ISC04/13-14. Dr Ellie Lee informed the Committee that the terms of reference had been reviewed.

(i) There was a general feeling that some representatives may not fully understand their role. Discussion took place on improving the flow of discussion between User Panels and Committees and from School/Faculty representatives to Panels. Dr Helen Gittos suggested there should be a job description for committee roles. Jon Pink suggested that this could be fed back to Sarah Megson as part of the Senate review.

ACTION: Jon Pink

(ii) The Templeman Development project was presented by Angela Kennett (Project Manager). No problems were raised by members which is a good indicator that traffic movement and general communication has been well managed.

08/13-14 ITEM A8: DRILL HALL LIBRARY USER GROUP

The Committee considered the Minutes of the meeting held on 13th November 2013, Paper ISC06/13-14

i) Mark Ellis suggested that users were poorly represented on the Drill Hall Library User Group. John Sotillo informed him that students are encouraged to attend, but it can be difficult to increase their attendance.
SECTION B: ITEMS REQUIRING DISCUSSION

09/13-14 ITEM B9: REPORT FROM THE DIRECTOR OF INFORMATION SERVICES

The Committee received the Director’s Report, Paper ISC07/13-14. John Sotillo drew attention to the following items:

(i) **Campus Wi-Fi Extension (Item B.3)**
John Sotillo updated the committee on the successful progress of the roll out of Wi-Fi and explained there had been various difficulties due to the age of some buildings where asbestos issues had to be resolved prior to the installation of the new equipment.

(ii) **New Admissions System e:Vision (Item B.9)**
Phase one is rolling out and applications are being processed with benefits already visible, from speeding up processing times to tracking enquiry responses.

(iii) **The Centre for Child Protection Project**
This project, nominated for a Times Higher award, had been well supported by Information Services.

(iv) **Increased study space (Item B.13)**
Additional Study hubs on campus have been developed over the summer months to supplement the central library and College facilities with three new spaces, in addition to the reinstatement of a silent study space in the Senate chamber from September. A further pilot PC room and study/revision space is being created in Parkwood to be in place for the spring term.

(v) **Collection Projects (Item B.19)**
A number of projects are taking place to make stock more discoverable and to make new material available more quickly.

(vi) There was a short discussion regarding some of the challenges academic staff were experiencing with the new Admissions systems. Jon Pink accepted that there were some improvements required and that staff needed more support. He asked staff having difficulties to contact the project team for the necessary support.

**Questions:**

(vii) **Templeman Development (Item B.12)**
Dr Helen Gittos asked for details of the pressures upon the budget. John Sotillo responded that the university have funded the extension, plus refurbishment works to the central core and level one but not the remaining levels, although Phase 3 design work has subsequently been funded. There has been a requirement to increase the contingency allowance for the project from within the existing budget. John Sotillo explained that value engineering at this stage corresponds to cutting customer facing items such as reducing the quality of the furniture and IS are trying to concentrate on items which could be retrospectively introduced rather than items which would be lost for ever.

Dr Helen Gittos requested timescales and John Sotillo explained the risks will reduce once the building is out of the ground and Estates have recommended that there should be no further value engineering at this stage.
(viii) Slide Collections and Collection Development Strategies (Item B.29 and B30)
Dr Helen Gittos requested that all collection policies come to ISC – agreed.
ACTION: John Sotillo

(ix) The Strategic Materials Funds (Item B.33)
Dr Helen Gittos expressed concern regarding the process of spending the 13/14 History Departmental Materials Fund budget without proper consultation due to ‘automatic book ordering’ through Talis Aspire. John Sotillo confirmed he would pass these concerns to Trudy Turner
ACTION: John Sotillo

(x) Projects to Improve Discovery of Physical Book Collection (Item B.19)
Dr Simon Kerridge expressed concern that Latin abbreviations being replaced is ‘dumbing down’ and may disadvantage users using other libraries

(xi) 50th Anniversary Digitisation Project (Item.22)
Dr Simon Kerridge requested details of projects funded. John Sotillo said the information was available from Professor Keith Mander.

(xii) Digital Curator
A definition of the role of Digital Curator was sought and John Sotillo explained that as the Library’s digital collections increase it has proved necessary to appoint an expert in the management of this type of collection.

10/13-14 ITEM B10: Information Services Strategy Refresh for 2014-2016 (Paper ISC07/13-14)
John Sotillo updated the committee that the strategy had been reviewed and circulated. Feedback has informed this version, which is designed to be short and useable. No queries were raised.

11/13-14 ITEM B11: Review of Library and IT provision at the Tonbridge Centre (Paper ISC09/13-14)
John Sotillo told the committee that services are reducing as need diminishes. IS cannot justify 1.5 FTE staffing levels and the paper recommends a way forward including redeployment of some hours. IS staff based at Tonbridge had been consulted on the proposals. No queries were raised.

12/13-14 ITEM B12: CLA Licence (Paper ISC10/13-14)
John Sotillo reported that a number of items are no longer covered by the licence that came into effect on 1st August 2013 and the University needs to respond to these changes by the end of January 2014.

The paper was discussed and it was agreed that staff should be expected to comply with the CLA requirement to remove non-compliant items by the end of January with IS undertaking a follow-up audit in February and that ISC would make this recommendation to the Executive Group

ACTION: John Sotillo
ITEM B13: Information Security (Paper ISC11/13-14)

John Sotillo introduced the paper which described the role of Information Security within an organisation and outlined the risks which an Information Security policy would seek to mitigate. It also set the scene in Higher Education, where ‘Bring your Own Device’ is now widespread and Open Access requirements are growing, and at Kent where the need for Information Security is receiving a higher profile. ISC were invited to discuss the recommendations made in the paper.

Professor David Chadwick registered a concern that all PC’s plugging into the network should be checked and deemed not to be a threat. Mark Ellis stated there is a growing trend to bring in professional IT staff to Schools and it would be unrealistic to expect IS to check everything which could potentially connect to the network. He thought that a policy that defines the parameters would be useful.

Dr Simon Kerridge informed the committee that a previous employer of his did carry out checks automatically and that it caused some issues. Professor David Chadwick sited Cisco, who make their staff responsible if they connect unsecured equipment to the network, but Posie Bogan stated that this does not reduce the risk and people would not pay attention. Dr Helen Gittos asked whether there is a BC/DR plan and John Sotillo advised that there is, but this is something which we do not want to invoke. What is required are:

a/ Policies and a code of practice for things like adding servers to the network
b/ Guidance notes for individual users.

John Sotillo explained that we do disconnect systems which we think are a threat. We scan student PC’s and give advice but he believed that the policy framework was not robust enough and asked what we should do about this. Posie Bogan said Kent should decide what the key risks are in order for a decision to be made on how to address them. John Sotillo suggested that we could insist that people behave in certain ways if they want to connect their own devices to the Kent network. Dr Alison Dean said that far more support would be needed to enable this to be possible and Dr Simon Kerridge was concerned that people may not read or understand the detailed guidance.

Mark Ellis recommended providing more comprehensive advice and guidance. Professor David Chadwick suggested staff already handle policies like complex passwords. John Sotillo confirmed that this is enforced by the system and asked whether we should enforce rather than advise. Professor David Chadwick agreed this should occur where the risk is high. Mark Ellis suggested that the Information Commissioner is very unforgiving with cases involving unencrypted data. John Sotillo suggested that we could offer very clear advice. Professor David Chadwick agreed with this suggestion, with software to enforce high risk areas, being sure not to spend more than the level of risk demands.

John Sotillo confirmed that IS will bring a framework proposal to the March meeting, not as a discussion item, but in its own right.

ACTION: John Sotillo
Jon Pink noted that with a long agenda there was only 25 minutes available for the discussion item and suggested that it may be better to make the discussion item the first agenda item rather than the last. Jon will recommend to Professor Alex Hughes that ‘Procurement’ is taken for discussion next term.

**ACTION:** Jon Pink

14/13-14  
**ITEM 14 - ANY OTHER BUSINESS**

None

**DATES OF NEXT MEETINGS**

Monday 17 March 2014 at 2pm
Monday 16 June 2014 at 2pm