THE UNIVERSITY OF KENT

INFORMATION SERVICES COMMITTEE

Minutes of the meeting held on 17th March 2014

PRESENT: Professor Alex Hughes (Chair), Jon Pink, Mark Ellis, Dr Alison Dean, Professor David Chadwick, John Sotillo, Gill Woodhams, Posie Bogan, Alex Murray, Helen Farbrace (minutes)

APOLOGIES: Dr Simon Kerridge, Dr Ellie Lee, Dr Helen Gittos

13-14/01 MINUTES

Professor Alex Hughes thanked Jon Pink for chairing the last meeting held on 9th December 2013. The Minutes of the meeting, Paper ISC02/13-14/012, were confirmed.

13-14/02 MATTERS ARISING

Professor Alex Hughes advised the Committee that all ‘Matters Arising’ from the meeting of 9th December 2013 would be covered under other categories within the Agenda for this meeting.

13-14/03 CHAIR’S COMMUNICATIONS

i) Professor Alex Hughes notified the Committee that, due to its importance and to allow full consideration, the discussion on ‘security’ from the last meeting would be continued as the discussion topic for this meeting.

ii) Professor Alex Hughes informed the Committee that she had reviewed the proposed discussion topics from the December meeting and suggested ‘Large scale procurement’ as the topic for the summer term meeting on 16th June 2014. The group agreed.

SECTION A: ITEMS NOT REQUIRING DISCUSSION

13-14/04 ITEM A5: DIGITAL COMMUNICATIONS GROUP

The Committee considered the Minutes of the meeting held on 21st February 2014, Paper ISC/13-14/013. Posie Bogan stated that this is still a new group and suggested a review should take place after a 12 month period to consider whether it is fit for purpose. This suggestion was agreed by the committee.

ACTION: Posie Bogan

13-14/05 ITEM A6: IT USER PANEL

The Committee considered the Minutes of the meeting held on 17th February 2014 Paper ISC/13-14/014.
Mark Ellis reported that, despite attendance at the last meeting being slightly lower than usual, useful discussions had taken place. He informed the committee that the ITUP membership had provided considerable support during the recent Microsoft audit.

13-14/06 ITEM A7: LIBRARY USER PANEL

The Committee considered the Minutes of the meeting held on 19th February 2014 ISC/13-14/014. In her absence, Dr Ellie Lee provided a report which was presented to the committee by Gill Woodhams.

Dr Lee reported that the recent LUP was another useful meeting and the system in place for communication between FLR’s and SLR’s is working well. The group found the regular update on the Templeman Development useful.

Discussion topic: Talis reading list system. User experience was reported as ‘not being very user friendly’ and discussion took place regarding how to ensure materials are available in both electronic and paper form for staff teaching and student access. The main action taken forward was for this paper to be discussed at School level meetings next term (LTC or staff meeting as appropriate).

The committee agreed the importance of consistency of how items are described in reading lists and the benefits of discussions between Schools and library collections to ensure the facility is as effective as possible.

Professor Alex Hughes thanked Dr Ellie Lee for sending a report in her absence and Gill Woodhams for presenting it.

13-14/07 ITEM A8: DRILL HALL LIBRARY USER GROUP

The Committee considered the draft Minutes of the meeting held on 12th March 2014, Paper ISC/13-14/016 (tabled)

John Sotillo informed the committee that the Drill Hall had been running without a permanent Manager for some months, but Dave Puplett, the current Head of Liaison Services at Kent had recently been appointed to take up the post from April 2014. John Sotillo advised of a number of initiatives taking place, including extended opening hours last year and 24/7 opening pilot this year. He confirmed that funding for at least the same 24/7 opening hours next year had been allowed for in the Medway budgeting process.

Professor Alex Hughes notified the committee that the Medway Student Experience Group has expressed desire for 24/7 opening as this would allow students to remain in the library and help address concerns about student safety when travelling home in the early morning. Alex Murray recommended students should be able to leave at 3am and have safe methods of getting home as it is unreasonable to expect them to remain in the library. He asked that the same opening hours and transport provision be available at Medway at Canterbury where an overnight bus service will operate during 24/7 piloting. Discussion ensued and it was agreed that extended hours are recommended, safety must be a priority and the Medway Campus Management Board be asked to consider student safety and the possible introduction of bus services during overnight opening whether 3am or 24/7 opening is adopted.
13-14/08 ITEM A9: Operational Plan 14/15

The Committee received the Paper ISC/13-14/024 (tabled) and Paper ISC/13-14/026 (previously circulated)

John Sotillo introduced the operational plan covering January to December 2014, and the previously circulated Information Services Strategy for 2014 - 2016. John explained that the strategy underpins the work of the department and helps to guide its priorities and approach to support the university in its aim to achieve excellence. The strategy is supported by the operational plan which details a broad range of projects to help achieve our strategic objectives.

No questions were raised and Professor Alex Hughes thanked John Sotillo for the significant input from Information Services, which provides excellent support for the University.

13-14/09 ITEM A10: Books Collection Development Policies

The Committee received the Book Collection Development Policy Paper ISC/13-14/017 and Collection Development Strategy – Special Collections Paper ISC/13-14/018.

John Sotillo advised that these policies had been provided in response to queries raised at the last meeting. He explained the process for policy development including IS staff consultation with stakeholders, such as Faculty groups to ensure collections are managed according to academic need. John distributed the Collections Strategy and Policy Development paper to the committee, detailing current and planned policies.

Following a short discussion, the committee confirmed that the group would like sight of all new policies. Alex Murray enquired how policies were developed for the Drill Hall Library at Medway and John Sotillo confirmed that the default is for Medway to be covered by the same policies with adjustments made to accommodate any significant differences between campuses. Implementation is potentially more complicated due to the need for partnership working, but the principle is for policies to be apply consistently.

13-14/10 ITEM A11: Student Survey

The Committee received the Student Satisfaction Survey 2013/14 Paper ISC/13-14/020 and IS Response to the IS Student Survey 2013/14 Paper ISC/13-14/019.

John Sotillo explained that analysis of student survey results this year had seen a number of improvements, but not in all areas. Where and appropriate response was to initiate a project, these had been included in the IS operational plan. Smaller pieces of work which will have a positive impact on students are included in the action plan incorporated within the IS Student Survey 2013/14/019 paper.

Professor Alex Hughes highlighted the disproportionately low satisfaction recorded against some questions by Humanities students. Gill Woodhams explained that when students responded to the NSS related questions, many students had expressed their surprise that we are not higher in the table and feedback demonstrates library resources are sufficient. Discussion took place regarding
student awareness of the many and varied resources available, the differences in the way students like to learn and how these are being supported. John Sotillo explained there are a number of important initiatives that are focused on improving student access to resources, such as the e-reader project and the resource discovery project. He confirmed that students will continue to be involved in service development projects in order to capture their feedback. The availability of browsers on the student desktop was discussed and it was noted that IS was responding positively to the student desire to use Chrome. The fact that choice was still available was noted but the withdrawal of Firefox was discussed and the committee felt that choice was important if possible.

Professor Alex Hughes asked John Sotillo to take back to the IT Management Group the wishes of the committee to offer choice to students and staff where possible. Alex congratulated the department with respect to its interaction with students.

ACTION: John Sotillo

SECTION B: ITEMS REQUIRING DISCUSSION

13-14/11 ITEM B12: REPORT FROM THE DIRECTOR OF INFORMATION SERVICES

The Committee received the Director’s Report, Paper ISC/13-14/021. John Sotillo drew attention to the following items:

(i) New Study Hubs (Item A.1)
There has been successful introduction of additional Study hubs on campus, with PC rooms in Rutherford, Park Wood and Tyler Court, and improved facilities for various groups including post graduates within the library. John Sotillo highlighted how these developments were a direct response to student feedback and part of the continual improvement process within IS.

(ii) Templeman Development (Item A.2)
Alex Murray requested an update on the options for decant during the summer. He stated that student preference would be for Eliot College to stay as it is in order that various activities currently taking place in this building which are of high importance to students were not displaced. It was reported that two options are currently being actively considered with the old nursery building currently preferred as it would allow Eliot to continue to operate as now, however the committee noted that if the Nursery proved to be unachievable the provision of library services would need to take priority over other Eliot-based activities. John Sotillo reported that a group including student representatives, Eliot Master and other professional services was actively engaged in considering the options.

(iii) Article Processing Charges (Item A.5)
IS staff have assisted in the creation of processes to support researchers and Schools around the use of Article Processing Charges (APS’s). IS is working with relevant parties to support national and consortia negotiations around Open Access Models and APC’s., to achieve best value for the University.

(iv) Reading Lists @ Medway (Item A.6)
The University’s Reading Lists service is now joined by the Reading Lists@Medway system, which has extended our standard reading list service to Medway students.
(v) **Major Incidents (Item. A.12)**
A number of major incidents have been reported, of varying impact. A considerable amount of work has been done to develop and strengthen procedures, resulting in increased incident recording. John Sotillo referred to the appendix of the Director’s Report giving a list of recent incidents. This report allows IS to identify lessons learnt and make changes to help reduce the likelihood of recurrence. John asked the Board to consider whether it would be useful for it to receive a full or part report and its frequency.

Professor Alex Hughes thanked John Sotillo for this interesting communication and the committee requested the report be presented to them annually.

**ACTION:** John Sotillo

(vi) **Communications Campaigns (Item B.1)**
Campaigns are being run to raise awareness of new services around the Campus to help empower students in their studies and highlight the resources available.

(vii) **Sharepoint (Item B.2)**
Plans are being developed to migrate the University’s SharePoint service from version 2007 to 2013. There are some significant changes, together with more subtle changes. IS are currently reviewing the potential impact with Business Managers. The earliest date for the migration will be Easter. John Sotillo invited the views of the committee. Discussion took place regarding the possibility of running both versions at the same time, but this is not likely to be feasible. John Sotillo confirmed that full support will be provided to users including details on changes to expect, with preparation time allowed.

(viii) **Information security (Item B.9)**
Following recent key staff appointments, improvements are starting to be seen in the management of the digital environment. A discussion ensued regarding encryption of mobile devices. John Sotillo confirmed that clear advice will be shared with all areas and IS will support departments where internal IT support is not available to ensure appropriate adoption of new policies takes place.

(ix) **Extended Opening Hours (Item C.1)**
Pilots are taking place for 24/7 opening hours in the library at both Canterbury and Medway

13-14/12 **ITEM B13: REVIEW THE EFFECTIVENESS OF SENATE**

The Committee received the paper to Review the Effectiveness of Senate, Paper ISC/13-14/022.

Jon Pink advised the committee that a small group are running a review of the effectiveness of Senate and are seeking the views of major committees. He explained that there is a prompt in the form of ten questions at the end of the paper which may be useful when giving this subject consideration. Professor Alex Hughes suggested feedback be given in confidence to Matthew Russell (matthew.russell@cranfield.ac.uk) or Helen Farbrace (H.J.Farbrace@kent.ac.uk).
The following recommendations were agreed:

- Induction process be reviewed and consideration given to how this committee can support Senate
- Greater number of students to sit on panels giving increased diversity with a wider view
- Students and staff to be encouraged as an opportunity for personal development/career progression
- Consideration be given to the number of committees on which it is proposed that Kent Union Sabbaticals sit
- Ensure representatives in the future are fully active on committees and sub-committees
- Timely issue of minutes to Senate meetings
- Feedback from Senate to ISC on relevant issues
- Problems with issue resolution within committees to be escalated to Senate
- ISC would benefit from a closer link with Senate
- Senate terms of reference and papers to be easily visible

13-14/13  ITEM B14: CLA LICENCE (Paper ISC13/13-14/023)

Gill Woodhams gave an update on the situation following the request to remove US-excluded items by the end of January 2014 to meet the CLA requirement. Gill explained that IS have worked with Deans and Heads of School and much non-compliant material had been taken down, with numbers continuing to reduce slowly. As of 26th February 83 items were outstanding, 67 with Humanities, 14 with Social Sciences. Deans and Heads of Schools had been informed.

Dr Alison Dean asked whether the requirement related to personal equipment used for work related data. John Sotillo explained that Copyright law is about to change and our Copyright Officer is working hard to ensure staff are clear that individuals are personally responsible for compliance relating to both work and personal equipment.

Professor Alex Hughes confirmed that CLA compliance is a priority and all areas must be seen to comply. The committee was concerned that there were a number of outstanding scans still on Moodle when the deadline has passed. Professor Hughes agreed to write to the Deans of Humanities and Social Sciences and ask them to take appropriate action to ensure that the non-compliant scans are removed. The committee asked to be updated at its next meeting.

**ACTION: Professor Alex Hughes**

13-14/14  ITEM B15: DISCUSSION ITEM

Information Security Framework Proposal (Paper ISC/13-14/025)

John Sotillo introduced the Framework Proposal document which was the result of the Board’s request at the December meeting that IS carry out further work on Information Security. John Sotillo explained that the framework which has been produced by UCISA for the HE sector is well established. The proposal document
presented includes an action plan together with examples of policies in order to gain the view of the panel. Gill Woodhams informed the committee that examples of policies from other Universities were being obtained and would be circulated.

**ACTION:** Gill Woodhams

Mark Ellis reported there had been a long discussion on this topic at the ITUP meeting, in summary:
- Group are keen to get policies in place
- Feel exposed in some areas due to lack of policy – framework welcomed
- Clarity regarding encryption needed
- Security relates to the whole university and is not limited to Schools
- Like to consider ISO27000 accreditation in the longer term

Professor David Chadwick suggested risk assessment be included in the document and plan drawn up to obtain buy-in. Professor Alex Hughes agreed that a task and finish group be set up. The committee proposed areas for consideration:

- Membership to be proportional and operate efficiently; to include representation from Academics, Kent Union and School Administration
- Identify best practice
- Risk assessment
- Identify areas for review, including personal equipment used for work related data
- Identify key priorities
- Regular reviews
- Senate to be advised

John Sotillo agreed to arrange appropriate engagement with Senate

**ACTION:** John Sotillo

Professor Alex Hughes thanked the committee for this very positive proposal for the discussion item and for their input into this significant topic.

13-14/15 **ITEM 16 - ANY OTHER BUSINESS**

None

**DATES OF NEXT MEETINGS**

Monday 16 June 2014 at 11am – Senate Committee Room 1