INFORMATION STRATEGY AND SERVICES COMMITTEE

UEA
University of East Anglia

Minutes of the meeting held on 9th February 2016

Present: Pro-Vice-Chancellor Research (Professor Dave Petley) (in the Chair), Pro-Vice-Chancellor Academic (Professor N. Ward), Executive Dean of Faculty or nominated representative (Dr M. Sillence (HUM), Professor J. Collier (SSF)), Director of Information Services (Mr J. Colam-French) (ISD), Convenor of ICT Forum (Professor D. Stevens), Chair of ISD Education Board (Mrs H. Gillespie), Chair of Library Forum (Professor S. Connolly), Directors of University Services (Dr A. Blanchflower, Ms H. Lewis, Mrs A. Bingley) and Undergraduate Education Officer of the UUEAS (Mr C. Rand).

In Attendance: Mr Nicholas Lewis (ISD), Mr Jamie Hall (ARM), Ms Chloe Alexander (UUEAS)

With: Mr R. Scott (Secretary)

Apologies: Executive Dean of Faculty (Prof J. Gazzard (FMH), Dr B Milner (SCI), Professor Y. Tasker (HUM)), Director of Finance (Mr S. Donaldson), Academic Director of Taught Programmes (Dr A. Longcroft)

17.   MINUTES

Confirmed
>the Minutes of the meeting held on 20 October 2015.

18.   MATTERS ARISING FROM THE MINUTES

There were no actions to report on from the meeting held on 20 October 2015.

19.   STATEMENTS BY THE CHAIR

(1)   The chair noted that all the papers before the committee have associated budgetary requests.

(2)   ISSC does not carry a budget and so requests if supported will be referred on to the Executive Team for consideration alongside other competing demands.

(3)   While there is not unlimited resource available, there is some money, and it would help ET in their deliberations if ISSC were able to provide views on the importance and priority of the requests before it.

20.   UEA LIBRARY 2016-50 OPTION APPRAISAL

Considered and commented on
>a report on the Library 2016-50 option appraisal 'Responding to Growth'. (A copy is filed in the Minute Book, ref. ISC15D012).

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1) The Library Director, Nicholas Lewis, presented a number of options addressing how the Library can respond to growth over a number of different planning periods.

2) The aim of the option appraisal is to provide a clear vision for the Library based on the best information currently available.

3) The Library noted that students feeding into the most recent UUEAS Quality Conversation had identified among its priorities improvements to the Library, along with more common rooms and study rooms for students as their second and third top priorities for investment. During discussion, the following points were raised.

4) There may be better locations to expand provision of study space, such as support for MED and HSC at Colney Lane, but the Library is discipline neutral, and already has provision in place for staffing 24/7. It was acknowledged that there may also be future requirements for the University to provide other spaces in Norwich.

5) There had been an expectation that study space in the Union building would have changed patterns of usage of the Library, but this turned out not to be the case and footfall actually increased. For many students, the Library seems to remain the destination of choice.

6) We do not have reliable statistics on occupancy levels of the Library. We do know that at certain times, some types of study space are full. Clearer data is needed to understand this better though it would be difficult to measure.

7) The Library has been in touch with the consultants working on the plans for the refurbishment of the Lasdun wall. The Library is keen to be considered as part of the wider plans.

8) In reference to the plans by Feilden and Mawson mentioned on p.10 of the report, the Library acknowledged that they will need to be updated.

9) Thirty-five years is a long visioning period. Back in 1981 (35 years ago), the ZX Spectrum had not been invented yet. Given that the future is difficult to predict, spaces will need to be flexible. We are confident though that printed books will still need to be stored, and much of the rest of the rest of the building would be used as learning spaces.

10) If we put journals into offsite storage, they will lose visibility and become slower to access. When considering where to study, research students in particular might prefer other institutions where journals are seen to be more accessible.

11) As in the recently approved collections policy, we have already committed to remove physical journals where they are available electronically.

12) There are no records of physical journal use because they are not checked out.

13) There are limited options to title match journal series with other collections in the Eastern Region. This is a common practice with Research Libraries UK, but UEA is not a member of this, nor of the UK Research Reserve initiative. The latter checks holdings across the UK to ensure the 'last remaining copies' of print journals are not inadvertently withdrawn from UK HE libraries.

14) It was noted that Option 1 in the paper included refurbishment work such as the toilets and café, which are not mentioned in Option 2, which is putting material into offsite storage.

15) When costs are compared directly, use of rolling stack in the Library building is a similar cost to offsite storage although over the long term (7 years +), offsite storage would be more expensive.

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16) It was noted that there are also priorities for more proactive maintenance on the Library building, such as addressing problems with the toilets.

17) ISSC *agreed* to support the following underlying principles:

a. As we increase the number of students, we need to provide more study spaces.

b. We need to support the maintenance of the Library infrastructure.

c. As the number of physical books held increases, we need to provide more space to store them.

18) **ISSC *agreed* that the provision for an extension to the Library should be considered in future Estates plans.**

21. ISD FUNDING REQUESTS

Considered and approved

a report on ISD funding requests. (A copy is filed in the Minute Book, ref. ISC15D013)

1) The Director of Information Services introduced the funding requests paper. Requests cover the following areas:
   a. Growth in student numbers
   b. Development of the online strategy
   c. Security project

2) Different licences are costed in different ways. There is not a single approach based on FTE and bands.

3) It was noted that each department has been billed by Purchasing for their share of the Microsoft Campus Agreement cost. There is a question whether the cost should be covered centrally.

4) The security project costs were initially indicative, and there is a need to make up the difference on the shortfall for actual costs. In addition, a request for recurrent funding was put in the plan for four years, and additional funding is required for year 5.

5) The Library management system is a large and complex system, and the cost quoted reflects this.

6) ISD does not charge for the use of the High Performance Computing cluster as it is part of the institution's infrastructure. While it is desirable to recover costs from research grants, according to RCUK figures, UEA's central costs are considered to be more expensive than most.

7) Regards local collaborations with Eastern Arc or other organisations on the NRP on the use of HPC resource, there are issues with moving large amounts of data on and off the systems. The NRP HPC is also set up differently and serves a different purpose from the one at UEA.

8) ISSC *agreed* to support the requests being taken forward to ET.

Action: Director of Information Services to discuss arrangements for charging for the Microsoft Campus Agreement with the Director of Finance.

*22. BUSINESS SYSTEMS DEVELOPMENT

This minute is confidential and attached on a separate sheet.

*23. WEBSITE GOVERNANCE AND MANAGEMENT

This minute is confidential and attached on a separate sheet.

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*24.   IT SECURITY PROJECT UPDATE

This minute is confidential and attached on a separate sheet.

25.   FILE RESTORATION POLICY

Considered
         a revision to the file restoration policy (A copy is filed in the Minute Book, ref.
         ISC15D017)

26.   WEB UPDATE

Received
         a report on recent issues with the stability and availability of the UEA website
         and portal. (A copy is filed in the Minute Book, ref. ISC15D018).

27.   LIBRARY KEY PERFORMANCE INDICATORS

Received
         a report on key performance indicators from the Library. (A copy is filed in the
         Minute Book, ref. ISC15D019

28.   ISD PROJECTS UPDATE 15/16

Received
         an update report on projects in the ISD Programme of Work 15/16. (A copy is
         filed in the Minute Book, ref. ISC15D020).

29.   ISD PROGRAMME OF WORK UPDATE 15/16

Received
         an update report on the ISD Programme of Work 15/16. (A copy is filed in the
         Minute Book, ref. ISC15D021).

30.   INFORMATION COMPLIANCE 2016

Received
         a report on information compliance activities during the calendar year 2015. (A
         copy is filed in the Minute Book, ref. ISC15D022).

*31.   SECURITY UPDATE AND COMPUTER MISUSE 2016

This minute is confidential and attached on a separate sheet.

32.   DIGITAL VOYAGER PROJECT EVALUATION

Received
         a project evaluation report on digital voyager. (A copy is filed in the Minute
         Book, ref. ISC15D024).

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33. ISD'S RESPONSE TO STUDENT FEEDBACK 'YOU SAID WE DID'

Received
a report on ISD's response to issues raised by students in recent months. (A copy is filed in the Minute Book, ref. ISC15D025).

34. REPORTS AND MINUTES OF ISD ADVISORY FORA AND BOARDS

- Papers and draft minutes (to follow once approved by the chair) from the IT Forum meeting will be available from: https://portal.uea.ac.uk/information-services/committees/it-forum

- Papers and draft minutes (to follow once approved by the chair) from the Library Forum meeting would be available from: https://portal.uea.ac.uk/information-services/committees/library-forum

- The Research Board did not meet in January. Papers from previous meetings were available from: https://portal.uea.ac.uk/information-services/committees/research-board

- Papers and draft minutes (to follow once approved by the chair) from the Education Board meeting would be available from: https://portal.uea.ac.uk/information-services/committees/education-board

- Papers and draft minutes (to follow once approved by the chair) from the Corporate Information Services Board meeting would be available from https://portal.uea.ac.uk/information-services/committees/cis-board

35. DATES OF MEETINGS

Reported
that the next meeting of the Committee 2015-16 had been scheduled for 2pm on the following date:

Tuesday 14th June 2016