

**ISC10D003**

**Title:** Information Strategy Programme of Work – CUBS requests  
**Circulation:** Information, Strategy and Services Committee – 11 November 2010  
**Agenda:** ISC10A001  
**Status:** Open

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**ISD requests for additional funding**

**1. Journals**

Publisher increases above inflation, exchange rate changes and the increases in VAT continue to put pressure on the Journals budget. Last year ISD reworked its budgets and invested an additional £50K per annum in this area. We have also undertaken a review of journals and cancelled low use items where it is possible to do so. In addition to this the Library Director and Director of Information Services are working closely with JISC to influence sector purchasing.

Nonetheless we anticipate a shortfall on the journals budget of £30,000 in 2010/11 and request a further baseline adjustment.

**2. Elluminate**

Elluminate provides synchronous virtual classrooms/meetings that can be used to support Teaching, Learning and Assessment in a range of programme types including distance learning, work-based learning and blended learning. It can be used for many types of off-site meeting, reducing the need for business travel. Elluminate can be used for conferences and seminars, either running dedicated online events or extending (physical) conferences and seminars online.

There are currently 14 project groups with a further 6 potential groups from across the University that cover a range of activities. Some groups are actively using Elluminate and some are in the planning stages.

The areas include: supporting distance learning Masters programmes (PHA, MED, AHP), supporting blended teaching (NAM), providing one to one student support at a distance during the re-assessment period (PHA), delivering a variety of student sessions (DOS, CCEN, International Office), online seminars (CCP with a view to extending provision to more SSF seminars to support the Doctoral Training Centre), feasibility study for placement visits and furthering support to students on placements (FOH), piloting Elluminate as a means to reduce business travel (EST), cross-institutional mentoring and coaching/action learning (CSED & Loughborough project), meetings to support bids such as Centre for Contemporary Agriculture (BIO). Should the bid prove successful Elluminate will be used for meetings, teaching & communicating with students spread across UK and overseas distance learning).

Elluminate has been funded on an annual basis as a pilot for the last two years from ISD year-end surpluses: this hand to mouth arrangement for funding has in part limited take of the software. Indeed the use of Elluminate is increasingly being included in new course proposals which are signed off by ISD with a warning that we are currently unable to guarantee that the software will be available long term.

The current UEA Elluminate licence (expires 31 July 2011) allows for 20-30 user groups with no more than 30-50 participants to have unlimited use of Elluminate.

The ISD Education Board has considered the use of Elluminate and agrees that this is a software tool that should continue to be provided, and there is an expectation that use of the software will increase. The ISD Education Board is supportive of ISD making a request for additional funds to continue provision of Elluminate.

We request a baseline adjustment to ISD budgets of £50,000.

### **3. Publications Management**

The ISD Research Board has considered and endorsed a Research Publications Policy for approval by ISSC. This policy recommends a mandate for the upload of full text research publications. In order to provide support for academics in terms of complex copyright clearance, the Research Board has recommended that an additional post be created within the Library and that the mandate is not implemented until appropriate support is in place.

Hosting and providing external access to all of UEA's research output from our web site has very clear advantages for UEA: in increasing the visibility and accessibility of our research output we potentially increase the opportunities for increased citation and attracting future grant income, as well as influencing impact metrics that are being introduced as part of the REF.

This is a new service and cannot be absorbed within existing Library staffing. If the funding is approved then the post will be made available as part of the restructuring in August.

We anticipate that the post will be grade 7 full-time, subject to HERA and a request is made for a baseline adjustment of £45,000.

### **4. Web Site Monitoring**

We currently use a free tool to monitor the website, which although rudimentary provides a useful indicator of the site's external availability. This service is being discontinued, and an alternative product, SiteImprove, is now recommended. The SiteImprove package includes external monitoring of the availability of web addresses, plus checking the quality of pages for broken links, spelling mistakes, accessibility and (from November) search engine optimisation (SEO).

In evaluating the software a demonstration was run across approximately 10% of UEA's main web pages (2000 web pages) and this identified:

- 374 broken links
- 141 misspellings, and 2,963 potential misspellings
- 948 pages with invalid HTML which can reduce the likelihood that the page will be returned by a search engine
- several thousand accessibility errors of various kinds.

These errors potentially damage the user experience, institutional reputation, and page rankings.

A number of other HE's are using SiteImprove, including; Staffordshire University, University College London, University of Central Lancashire, University of St Andrews, UWIC, London School of Economics and Northumbria University.

SiteImprove is licensed on the number of pages scanned: we recommend licensing for 25,000 pages and including an option to report on Search Engine Optimisation.

The Web Steering Group has considered this recommendation and endorses the proposal for additional funding.

We request a baseline adjustment of £8,000.