Information Services Committee

University of Toronto
Faculty of Information
Friday, December 14, 2012 12:00 - 1:00 pm
Room 212 (DCR), Bissell Building

Minutes

Present: Dean Seamus Ross (Chair), Prof. Kelly Lyons, Prof. Fiorella Foscarini, Ms. Nalini K. Singh, Ms. Adriana Rossini, Ms. Susan Brown, Mr. Ivan Sestak, Ms. Mari Vihuri (MI Student), Ms. Emily Porta (MI Student), Ms. Ana Martins (MMSt Student), Mr. Antonio Gamba-Bari (PhD Student)

Regrets: Prof. Aviv Shachak

Observers: Prof. Lynne Howarth, Mr. Tony Lemmens, Mr. Percy Lo, Mr. Jerome Poon-Ting

Recorder: Ms. Areti Vourinaris

1. Approval of the Minutes of November 15, 2012

A member submitted some additional notes to be appended to the minutes of the November 15, 2012 meeting:

- It was noted under Item #1 regarding the opening time of the Inforum on Sundays which is already 11 am, and that there was a suggestion made to explore the possibility of a reduction of hours on weekdays.
- Additionally, it was noted under Item #2 that students had concerns about technical skills development offered at the iSchool not solely offered through the Instructional Series. Subsequently, Ms. Kathleen Scheaffer had sent an email to the IS Committee on November 16, 2012 which addressed these concerns and detailed the planning of the Instructional Series with respect to the allotted budget, the IS annual survey results, a yearly environmental scan of other iSchool workshop offerings, current and graduating students, ischool professors, and other UTL librarians. In addition, to these efforts, this year she had met with the MISC president and Tech Fund representative over the summer to see if she could remedy the technical skills concern. In light of a 20% budget cuts she expanded her workshop offerings by partnering with Tech Fund and Semaphore. She had then organized a meeting with Semaphore, KMDI, Careers Officer, Admissions Officer, and iSchool Institute to create a more coordinated iSchool co-curricular roster as well as consult on possible solutions. Additionally, as a personal favor to Ms. Scheaffer from a Ladies Learning Code instructor, a 6 hour
Java Script workshop will be offered this winter as part of the Instructional Series at a reduced rate.

- Ms. Scheaffer partnered with Semaphore this year to offer 4 completely new workshops this fall. Kathleen will continue to garner partnerships with the iSchool and beyond. Ms. Scheaffer and Prof. Kelly Lyons had been in contact regarding the proposal for Prof. Lyons’ IBM colleagues to teach without pay at the Faculty. Currently, they were waiting for correspondence on the other end.

The minutes were approved as amended.

2. Matters arising

Dean Seamus Ross announced that Mr. Michael Ridley, former Chief Information Officer (CIO) and Chief Librarian, now on sabbatical; University of Guelph, would be willing to chair the Information Services Task Force and would produce a report that would come forward to this IS Committee and then to Faculty Council.

- There was considerable discussion regarding the work of the IS Task Force.
- It was also noted that UTL was also undergoing a strategic planning process upon which the IS Task Force could also mention and look to as a model with respect to the input from all stakeholders etc.
- It was also suggested to include a representative from UTL on the IS Task Force although this possibility had been explored in the past in discussion with Chief Librarian Larry Alford.
- A member suggested that the work of the IS Task Force should be informed by and work in tandem with the Faculty’s strategic planning process.
- A member suggested including the following wording: “Any IS strategic planning should be informed by and directly support the Faculty’s Strategic Plan.”
- There was some discussion and general agreement among the members that strategic planning work was an ongoing process and that, although it would be good to have a Faculty Strategic Plan agreed upon and in place, that the work of the IS Task Force should not be delayed and needed to move ahead.

3. Future Meeting Objectives and Structure

A member suggested that this IS Committee focus on higher-level issues and not recapitulate on work that has been done in the past but should concentrate on the larger work, goals, and objectives as there were other vehicles of communication in place to fulfill these needs.

A member reminded the membership that, indeed, the mandate the IS Committee had been charged with and should be concentrating on overseeing the larger policies and strategic decisions of IS. Maintaining that larger view had become more important in the absence of an IS Director.
4. Brief Presentation (Ivan Sestak)

Mr. Sestak and Mr. Poon-Ting presented the *Project Management Plan for the Faculty of Information Recruitment Microsite* (a copy of which is attached to these minutes as Appendix A) and provided a summary and overview.

There was considerable discussion regarding the new Microsite.

During the discussion of Item #4, the following issues were raised:

- The Microsite as a tool which highlighted recruitment and spoke to different audiences.
- An overview of the rationale of the Microsite with input from the Dean’s Advisory Group.
- A re-configuration of the technical platforms and modes - e.g. the configuration of mobile devices etc.
- The proposed migration of 98% of the content from the internal site to the external site.
- A suggestion to a phased approach so that there were not two different visual interfaces.
- Background compatibility issues e.g. starting a new platform and the concern of syncing things.
- The concern over preserving URL structures (to make as seamless as possible).
- The critical timing of recruitment and the development and roll-out of the Microsite.
- A member suggested that Mr. Jerome Poon-Ting consult with Prof. Costis Dallas regarding the Microsite.
- An overview of the Web Advisory Group (WAG) which was a delegated group which began the planning for the Microsite.
- The concern over the philosophy of having two websites e.g. our main site is not just an Intranet site and the Microsite should not be the place where interesting and exciting things appear etc.

The Dean indicated that he would report at the next meeting about the decision to roll-out the Microsite.

5. Help Desk and Support Communications

A member presented an overview of the two separate email addresses used for support request. (IT support email and the help desk email).

There was some discussion about service overlap and the concern that requests had been directed to different places and a desire for making these services more integrated.

A member suggested that there should be metrics and statistics in place for recording whether merging these supports and functions would be more efficient and supportive of users.

6. Staffing and Resourcing
There was some discussion regarding the systemization of room bookings and the granularity of the Office of Space Management (OSM) and WebEvent.

7. **Long-Term Planning and Related Issues**

7a. **the Future of Room 116**

There was considerable discussion regarding Room 116.

During the discussion of Item #7a, the following issues were raised:

- The challenges of funding equipment renewal/technology upgrades.
- A gauge of student use i.e. investment in workstation ‘refresh cycles’ when the space was abandoned after 5 or 6 pm.
- The limited amount of space available at the Faculty to conduct classes.
- An overview and discussion of the planning behind the recent renovation of Room 224/225.
- The issue of having equitable access to technology while matching software to the needs of classes e.g. a member mentioned the Vapps solution re: MAC OSX and trying to come up with solutions for VISIO etc.
- The Faculty should have a top-of the line technology room with a ‘wow factor’.
- There was some discussion about adding an extra workstation row to Room 417 while exploring slimmer configuration options.

The Dean requested that a budget plan be in place for the next meeting so that although there may not be funding to implement a plan, there should be one in place.

Members suggested that the iSchool Institute should have a say in any decision regarding the future of Room 116 and that the iSchool Institute should have a representative on the IS Committee.

Ms. Singh presented a copy of the *Information Services User Survey 2012-2013: Results and Action Plan* for information purposes.

The Dean suggested that any thoughts or comments come forward and be addressed at the next meeting.

8. **Fax Service Options**

There was some discussion about fax service options. During the discussion of Item #8, the following issues were raised:

- No one had gone beyond the University for fax service options.
- Other places on U of T campus were not using web-based fax services; they had their own servers.
- Privacy and cost concerns and the storage of data on servers.
- Some places did not accept scanned signatures.
The Dean requested that the Faculty move to one fax machine and look into web-based fax options. Members agreed with this suggestion.