Information Services Committee

University of Toronto
Faculty of Information
Friday, October 12, 2012 9:00 - 10:00 am
Room 212 (DCR), Bissell Building

Minutes

Present: Dean Seamus Ross (Chair), Prof. Kelly Lyons, Prof. Fiorella Foscarini, Prof. Aviv Shachak, Nalini K. Singh, Ivan Sestak, Mari Vihuri (MI Student), Emily Porta (MI Student)

Regrets: Antonio Gamba-Bari (PhD Student)

Recorder: Areti Vourinaris

1. Team Structures (INFORUM, IT Services)

   • It was noted with concern that due to resource constraints, the Faculty was not able to appoint anew a Librarian to fill the position currently held by a Librarian on LTD.
   • The Committee acknowledged the overview of team structures and organizational chart:
     o Responsibilities for running citation service to pre-tenure faculty have been transferred to Nalini K. Singh and the teaching workshops for the Orientation, Fall and Winter Instructional Series workshop have been transferred to Kathleen Scheaffer.
     o Nalini K. Singh presented a document regarding the impact of Information Services on the Academic Mission of the Faculty e.g. staff currently being ‘maxed out’.
   • A majority of the IS Committee recommended that the IS Director position be filled at the earliest point possible.

2. Website Demonstration and Planning

   • Ivan Sestak delivered a website demonstration.
   • The next step is the Dean’s Advisory Group meeting with IS.
   • Issue of the process by which content is created and turned on and the granularity and distribution of content on our faculty’s website.
3. Web and Social Media Policy

- Ivan Sestak will hand off content to individual users and will settle on design with Alex Dvornyak (Senior Web Developer).
- The messaging on the front of the website will be assigned to a committee (a combination of Student Services and a content person) – this will be another working group.
- The decision that content and technical areas will be separate.

4. IT Report (e.g. planned developments, challenges)

- An oral report was presented by Ivan Sestak which included the following items:
  - Staffing changes arising from the departure of Gabriel Moga and the promotion of Tony Lemmens to the position of Systems Administrator and the welcome addition of its newest member, Percy Lo, as Systems Technician were reported
  - Annual course support which is underway.
  - Update regarding the recent acquisition of Echo360 software as an institutional Lecture/Video Capture and Live Webcasting solution i.e. I+ITS deployment schedule as well as hosting and storage issues e.g. Echo product ($3,000 per unit). Echo360 is industry leading lecture capture technology that has been deployed in hundreds of schools and companies worldwide. It enables both video-on-demand and live web-based broadcasting in teaching and program delivery. It can also be used in non-teaching scenarios (for example, public service announcements). The site license allows for university-wide use.
- IT handled 3,090 service requests were completed apart from outstanding projects between Sept. 1, 2011 and Sept. 1, 2012.
- Update on Job Site – at the last ISC meeting it was decided to password protect the site and three authentication options were outlined for the committee’s consideration as part of the Job Site Password Protection document:
  - **Option 1**
    - Current Students and Alumni <2 years after graduation will be able to access the site.
    - This option involves an opt-in mechanism through which students and Alumnae identify themselves and self-register on our site. A person(s) is designated as the authority and will be emailed notices of registration to verify if this user is a Student/Alumnae that graduated less than 2 years ago.
  - **Option 2**
    - Current Students and ALL Alumni will be able to access the site.
    - This option involves an opt-in mechanism through which students and Alumnae identify themselves and self-register on our site. A person(s) is designated as the authority and will be emailed notices of registration to verify if this user is a Student/Alumnae of the Faculty, if it proves impossible to do this automatically.
  - **Option 3**
    - We auto-generate accounts from a known list of our current students and Alumnae and email them login credentials and instructions to access the job site.
This option involves generating a list of Alumnae with First Name, Last Name and email address. A username and password will be automatically generated for them and an email message sent to the list email address with login information and contact instructions.

- The ISC agreed that, of the three options, Option 2 should be adopted.
- A suggestion on looking at the ways to use the Job Site to get people to visit the iSchool website.
- The mechanism to post a job will not change for employers.

5. INFORUM/IS Review

- A proposal was made to strike a task force on the strategic directions of Information Services while considering the following:
  i. An overall examination of emerging trends at other iSchools in terms of Information Services.
  ii. Research on how the other 30 LIS schools are doing with IT and design of their facilities and to reflect upon the structure, design, and delivery.
  iii. The role of the Inforum re: teaching, learning, and research support (i.e. there needs to be a strategic vision for IS as it is a scarce resource (e.g. how does IS satisfy requests and determine priorities).
  iv. To propose a plan on how to move forward in the future in conjunction with the Faculty’s strategic plan.
- It was suggested that this task force would present its report by February 2013 and that the findings would come forward to this committee and then be forwarded to Council.
- The plan outlined was to hold separate meetings with all respective faculty constituencies – faculty, staff, and students.
- A suggestion was also made to hold a Town Hall with everyone present.
- There was some discussion that the justification for what Information and Library Services we supply must be clearly and transparently articulated.
- The recommendation that any student survey initiatives work be managed by Adriana Rossini and integrated as part of the task force report.
- The task force could ask all kinds of questions e.g. reconfiguration of space, new labs, and the strategic direction of this area.