

Trinity College Dublin, University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 05 February 2018 at 15:00 in the Henry Jones Room, Old Library Building

Present: Chair (Professor Sylvia Draper), Librarian (Helen Shenton), Director of IT Services (Patrick Magee), Former Associate Dean for Online Education (Tim Savage), Academic Secretary (Patricia Callaghan), Head of School (Professor John Stalker), Representative from the Faculty Arts, Humanities and Social Sciences (Padraic Whyte), College Secretary (John Coman), Head of School (Professor Andrew Loxley), Graduate Students' Union President (Shane Collins), John McDonough (National Archives),

Apologies: Kerrie Power (HEAnet), Elected Board Member (Professor Deirdre Ahern), Associate Dean of Research (Peter Gallagher), Dean of Arts, Humanities and Social Sciences (Professor Darryl Jones), Chief Operating Officer (Geraldine Ruane), Students' Union Representative (Alice McPherson).

In attendance: Deputy Director IT Services (John Lawlor), Deputy Librarian (Jessie Kurtz), Nicola Boutall (Secretary to the Committee), Vice Provost/CAO (Professor Christopher Morash), Data Protection Officer (Jennifer Ryan)

SECTION A

LIPC/17-18/102 Minutes

102.01 Minutes of the meeting of Monday 04 December 2017 at 15:00 were approved.

LIPC/17-18/103 Matters Arising from minutes of 04 December 2017

103.01 GDPR Working Group

The Data Protection Officer presented an update to the Committee on the status of the work achieved by the GDPR Working Group. Progress is slower than anticipated due to the size of the organisation and the enormity of the task for one resource.

- Data Protection Day was held in collaboration with the Information Compliance Office and the Science Gallery on the 25th January 2018 and was a great success. It included a drop-in Data Protection clinic manned by IT Services, Information Compliance, solicitors from Arthur Cox, and a panel discussion on the Value of Personal Data.
- An on-line data protection training module has been developed and is being tested before submission to EOG for approval. The Data Protection Officer thanked Trinity On-line Services for their help.
- The Web Office is working on the Privacy notices.
- Data Impact Assessment templates have been issued to HR, FIS Project and Estates & Facilities.
- The Data Protection survey, that will facilitate the gap analysis piece of work, is ready to be circulated to the Heads of areas.
- The toolkit is under development.

The Data Protection Officer reported that she is currently spending a lot of time on presentations which has impacted on her workload, and she will now be stepping back to concentrate on meeting the delivery deadlines.

It was noted that the Data Protection Bill 2018 was issued last week. It is possible that public authorities may be exempt from fines although it is uncertain if the University will be deemed as such. The Bill was favourable to Research, the exemptions will be carried across. The Data Protection Officer is still going through the 132 pages and will highlight any issues if necessary. The Director of IT Services noted that the Bill is not yet law, and subject to scrutiny. Litigation is a significant risk.

The GDPR Working Group meets monthly, and the Chair suggested that the Data Protection Officer submit a status summary to this Committee via the College Secretary in the future. The College Secretary thanked the Data Protection Officer for all her work.

103.02 Draft IT Services Annual Report 2016/17

The Deputy Director of IT Services presented the updated Draft IT Services Annual Report 2016/17 outlining the changes. The IT Services Senior Management team has been listed at the start of the report as suggested by the Chair and an IT Services staff testimonial has been added.

Statistical information has been included as illustrated on page 7. The Stakeholders for the VLE Project have been added on page 16, and further clarity on the current registered users on Lynda.com, a joint initiative with HR, on page 17. Financial detail has been inserted on page 22, showing how non-pay expenditure has increased leaving no room for discretionary spend on any new initiatives.

The Academic Secretary suggested removing the last sentence under ‘Supporting an Improved Careers Services’ on page 13, as the statement is too broad.

The Chair requested that a fuller management structure is included, showing how the 109 staff members of IT Services all slot together under each pillar, and correcting the position of the Administrative staff. It was suggested to include timelines into the report to show how activities are aligned to the academic year.

103.02 Draft Library Annual Report 2016/17

The Librarian presented the updated Draft Library Annual Report 2016/17 as circulated to the Committee. The Representative from the Faculty Arts, Humanities and Social Sciences congratulated the Librarian on the report. He observed that highlighting the Ussher posts may deter from all the other posts that have been filled, and the work that other post holders are carrying out with students. He wondered if other projects could be included that feed into the goals of the University and not just commercial enterprises.

The Librarian confirmed that this current version of the 2016/17 Annual Report will be submitted to Council and will be edited for the published version for different audiences. The Chair suggested including testimonials in the report.

LIPC/17-18/104 Current Progress of the College’s Strategic Plan

104.01 The Vice Provost/CAO presented ‘The Strategic Plan 2014 – 2019, Mid-Term Review: The Library & IT Services’ to the Committee, highlighting the relevant goals and RAG status.

104.02 Slide 3 Goal 1: Strengthen Community included the highlighted priority to renew Online.

It was noted that a decision remains around the governance. The Director of IT Services confirmed that a report written by Ted Dodds and Melissa Highton is under discussion. Additional follow-on work has been requested before the report can be reviewed and discussed further. Finance has also to be involved in reviewing any proposed new models. Any new policies regarding how courses will progress will be brought to this Committee. The Vice Provost/CAO noted that Online is a high priority for him to progress.

104.03 Slide 4 Goal 2: Promote Student Life included the highlighted priorities for the remaining period to accelerate access to Library collections, a programme of digital content creation, and IT systems changes supporting TEP. The Librarian reported that some digital content has been created, as part of the digital content creation policy/programme, and as part of wider conservation:research:digitisation:outreach projects. The Director of IT Services reported that funding is now in place for the systems changes supporting TEP. It is a significant amount of work that has been phased around key dates. Phase 1 concerns 2018-2019 Academic Year delivery including module billing which has to be completed before the end of the academic year, and Phase 2 will be 2019/20 delivery. The team is currently working on implementation.

104.04 Slide 5 Goal 3: Renew the Trinity Education: Highlighted priority for the remaining period is to implement the new programme architecture and new AYS; development of a fixed timetable structure. It was noted that this is a huge piece of systems work.

104.05 Slide 6 Goal 4: Activate Talents. This includes the Ussher Assistant Professor appointments. The Librarian reported that the Library is partnered with four Ussher Assistant Professors, two in the School of English, one in the School of Histories and Humanities, and one in the School of Computer Science and Statistics, heralding in a new style of Library-academic collaboration.

104.06 Slide 7 Goal 5: Build Valuable Partnerships highlighted priority for the remaining period is the development of TTEC Campus. The Librarian noted that she has requested to be involved in the discussions for the TTEC Campus as this is such an important campus that will need potentially different and innovative research/learning environments as libraries develop. It is very important to feed into the discussions early in the project, and it was agreed that it would be of interest to this Committee.

Action 104.06a: Invite Dr Diarmuid O’Brien, the Chief Officer for Innovation & Enterprise, to present the project to the Committee.

104.07 Slide 8 Goal 6: Research for Impact, highlighted priority for remaining period included development of an implementable roadmap for Research Data Management. This concerns research metrics and access.

Action 104.07a: Invite the Dean of Research to present to the Committee

104.08 Slide 9 Goal 7: Engage Wider Society, highlighted priority for remaining period includes developing the Trinity Visitor Experience, including Trailhead and the Book of Kells. This goal is of great relevance and importance to the Library. The RAG status reflects the areas that are happening to timetable; that are happening to a different schedule; and that not happening. The Vice Provost noted that this is a key project for the Bursar as part of the Estates Strategy.

Action 104.08a: Invite the Bursar to present an update to the Committee

- 104.09** Slide 10 Goal 8: Demonstrate Institutional Leadership, highlighted priority for remaining period included addressing the recommendations of the HEA review of Gender Equality. The Athena Swan Charter, supported by the HEA, was launched in 2015 to enable organisations to apply for an award recognising their commitment to, and progress on, equality and diversity. The Vice Provost/CAO wanted to flag this goal while noting that it is not specific to this Committee.
- 104.10** Slide 11 Goal 9: Secure Trinity’s Future, highlighted priority for remaining period is to address the University deficit by fully meeting existing income targets in addition to pursuing all available avenues for growth. The Vice Provost/CAO noted that the University is continuing to run an annual deficit. Efforts are being made to address this by developing more postgraduate courses, on-line education, and increasing overseas students. The Chair asked whether the University was perhaps over-reaching itself, and if some projects should be closed down. The Vice Provost/CAO thought the University needs to be more efficient, noting that the spatial audit was a revelation.
- 104.11** Slide 12 Implementation of Strategic Plan showed a RAG status summary of the nine goals. All are amber apart from goal 9 which is red.
- 104.12** The Vice Provost thought that the time to start considering the next Strategic Plan would be at the end of this academic year, noting that the Strategic Plan 2014-2019 took a year to write. Major projects have been initiated and will continue into the next Strategic Plan. The Vice Provost suggested that the Committee could think about the profile of the University in five to ten years’ time. It was agreed that some areas are very stable whereas others are experiencing some flux due to external factors but that the University needs to think about how it is going to respond. The University has better data now which provides useful analysis.
- 104.13** The Chair thanked the Vice Provost for his presentation.

105.01 The Director of IT Services drew the attention of the Committee to the number of phishing attempts the University has faced recently, highlighting the work IT Services is carrying out behind the scenes. There have recently been 20 cyber incidents, all be it minor in disruption to the College networks but significant in terms of effort for the Service Desk and the IT Security Officer. The volume of tickets to the Service Desk hugely increased over December 2017 and January 2018, the breakdown of the nature of the tickets is being analysed. The Director of IT Services reported that he is continuing to investigate the most effective ways to combat phishing and the propensity of people to respond to these emails. Creating awareness and educating continues to be the logical solution. It was noted that the occurrence of phishing attacks does not correspond to any particular time or seasonal event.

IT Services is monitoring the situation with regard to the recently announced Meltdown and Spectre vulnerabilities which applies to nearly all computer, smartphones and tablets. These vulnerabilities take advantage of newly-discovered weaknesses associated with how a device's processor (CPU) handles data in certain circumstances. There are no known instances of these vulnerabilities being used at present and so the related threat to data is currently very low. Vendors such as Microsoft, Apple and Google are gradually making the required software updates for their products available, and IT Services recommend that action is taken to install the related software updates, even if the updates impact on the performance of the device.

LIPC/17-18/106 Date of next meeting

106.01 The next LIPC meeting will take place on Monday 26th March 2018 at 3pm in the Henry Jones room, Old Library, Trinity College Dublin.