

Trinity College Dublin, the University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 30 March 2020 at 14:30 – MS Teams.

Present: Chair (Professor Brian O’Connell), Librarian and College Archivist (Helen Shenton), Director of IT Services (Patrick Magee), Elected Board Member (Professor Diarmuid R Phelan), Associate Dean of Research (Lorraine Leeson), Academic Secretary (Patricia Callaghan), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Head of School (David Hevey), Graduate Students’ Union President (Shaz Oye), Mairead Owens (Dublin City Librarian),

Apologies: College Secretary (John Coman), Chief Operating Officer (Geraldine Ruane), Students' Union Education Officer (Niamh McCay), Kerrie Power (HEAnet).

In attendance: Sharon McIntyre (Secretary to the Committee), Deputy Librarian (Jessie Kurtz), Head of Management Services, IT Services (Helen O’Hara).

SECTION A

LIPC: 19/20.17 Minutes

Minutes of the meeting of Monday 03 February 2020 were approved with the following were amendment:

Present: The Dean of Arts, Humanities and Social Sciences (Gail McElroy), was in attendance.

LIPC: 19/20.18 Matters arising from minutes of 04 November

NORF Update: The Librarian updated that the NORF steering group membership included two Trinity representatives; Professor Linda Doyle,

Dean of Research & Professor Declan O'Sullivan representing Open Data Initiative (housed by Department of Public Enterprise and Reform). There are also two IUA Library Directors on this group; John Howard, UCD and John Cox, NUIG.

This phase of NORF is very much focused on implementation plans, with an 18-month timescale. A coordinator is under recruitment. NORF will be setting up a number of groups to consult / starting working on the new Open Research Framework. As with phase 1 much of the work will be done by the five working groups, with the chairs liaising with each other as there are definite overlap of concerns between the areas. Working groups are expected to be in areas of;

- Open access to research publications
- Enabling FAIR research data/outputs
- Infrastructures for access to and preservation of research
- Skills and competencies
- Incentives and Awards

Exact confirmation of these groups is awaited. It is important to have representatives on these groups which should be populated shortly.

Action 18.01 The Librarian will circulate information as it becomes available.

LIPC: 19/20.19 Coronavirus Update

IT Services: The Director of IT Services noted that the COVID-19 shutdown forced the University to transition its teaching and learning to fully online virtually overnight. IT Services provided training in March; over 600 academic colleagues engaged with this in the first week. They have embraced the tools that were already live in the system. BLACKBOARD Learn, the College approved VLE now has over 10,000 users/day. This is up from 4,000 average at the start of March. Blackboard Collaborate, College product for Tutorials / interactive teaching now has 4,000-5,000 participants per day in up to 250 academic-led sessions a day. This is up from single figures at the start of March. Panopto for Lecture Capture / live Lecture streaming, is now up to 300

sessions /day and 6,500 accesses/day, with more than 2,000 hours viewed /a day. This is up from two sessions, 50 hours / day at the start of the month.

In addition, College's operations have been successfully moved on line through the Virtual Private Network (VPN) and use of Microsoft Teams. The VPN is logging more than 700 concurrent connections / day – accessing College Systems not in the cloud (for example HR, FiS,). 73% of College staff with a computer have engaged with MS Teams in March. There are now 450+ meetings per day and more than 750 participants; plus 325+ calls; 2,400 people using Teams features and more than 12,000 messages passing through this product.

The next challenge facing IT Services is Assessments. The Director confirmed he is in daily calls with the VP/CAO, SL, DGS, Academic Registry, Disability and CAPSL. They are currently assessing a number of modes of proposed Assessment and the support required. He noted they recognise that students will have challenges regarding online assessments. This has been divided into three broad areas which are being considered; (i) Connectivity, (ii)Technology and (iii) Ability.

There is currently work in progress to roll out improvements to the e-mail, more self-service functionality, and the SafeZone App (to be used by anyone accessing campus). In the coming weeks IT will roll out UniBuddy, an app to assist Global Relations in recruiting international students, by facilitating potential applicants to connect virtually with a current TCD student ambassador.

Finally, the Director confirmed that IT Services set up an HSE Contact Tracing Centre on campus and have doubled the capacity of this today. David Hevey asked if there is support for Zoom. The Director said that this product is not currently supported by IT Services; however, they are looking at the cost of acquiring a College licence.

Diarmuid R Phelan Asked for a list of the programmes that academics are expected to engage with and where support for these is available. He noted that it is now necessary for academics to engage with a large

number of IT resources, the process of which generates more work and is not progressing their primary role of teaching. The Director noted that there were guides for all of the teaching tools available through the CAPSL and IT Services websites. IT Services are currently looking to provide simplified signpost guides shortly.

The Library: The Librarian thanked the Director of IT Services for the fantastic job that his team are doing. She confirmed that the Library is focusing emphasis on supporting the online teaching. A mechanism for academics to identify required resources for students for online teaching has been implemented and the Library team is now working on sourcing these electronic publications. To compliment this, the Library has been working on providing simplified guides for off-campus access to e-resources.

She noted that Trinity cannot legally provide off-site access to UK electronic Legal Deposit material. The three UK copyright libraries (Oxford, Cambridge, Trinity College Dublin) are all experiencing high demand for this material. They are all collating the level of demand and qualitative data for future evidence for lobbying. Not only is access not possible due to legislative restrictions, but it is not known even whether off-site access without downloading, is technically feasible. At present the British Library is not in a position to direct IT resources to investigate whether this is possible. Furthermore, many publishers are making content freely available, e.g. JSTOR, Cambridge University Press. The Library is adding this content to the catalogue in addition to providing content on the "Academic Continuity" section in the Library web site, direct link to the resource page: <https://libguides.tcd.ie/working-from-home/publisher-offers>.

On the practical side the Library has waived fines and extended borrowing periods for anyone who has books out. The Reading Room services team and library guards facilitated a book drop for students who were leaving accommodation during the first week of the closure, and

continue working with Estates & Facilities, the GSU and halls of residence to ensure there are locations where books can be dropped in secure locations. The subject librarian team has been engaged providing virtual subject support.

The Library communications team have been working with exhibition curators across the Library to re promote the virtual exhibitions that have been created. Two Library-related MOOCs; *The Book of Kells*, and *The History of the Book* are being re-run in the coming weeks.

Finally, the Library is dealing with copyright queries with regard to what can be put in the VLE. This matter is also a topic for discussion with the IUA Librarians

The Chair asked if there was a specific cohort who are effected by the lack of access to UK-eLD? The Librarian said this is not the case at present, but requests are being monitored and collated. The GSU President confirmed that all requests received by the GSU would be forwarded to the relevant library staff member for collating.

Mairead Owens asked if there was any suggestion that exams would be deferred. The Director of IT Services confirmed that it is the expectation that students will be assessed, but in a different way. Students will be updated regarding the time line and the method of assessment by the end of this week.

LIPC: 19/20.20 Institutional Review 2020

The Quality Officer presented an overview for the University Institutional Quality Review which is scheduled for the week of 23-27 November 2020. This will be the first review of Trinity under the Qualifications & Quality Assurance (Education & Training) Act 2012 and the associated quality assurance guidelines, policies and codes. She confirmed that PAC are working on a communications strategy to the College community.

LIPC topics likely to feature in the Institutional Review are:

- policies and strategies for the provision and delivery of Library and Information Services;

- information systems in relation to overall College developments and strategic planning;
- Legislative requirements that College is expected to comply with.

The Committee is asked to engage with the Quality Office to:

- Frame the Institutional Self-Evaluation Report (ISER) document on LIPC topics.
- Provide case studies that demonstrate enhancement activities on these topics.
- Representing LIPC in meetings with the Review team during the week of the Review.

Action 20.1 Further briefings will be provided in Michaelmas Term 2020/21 and specific briefings will be provided to meeting participants in advance of the site visit.

LIPC: 19/20.21 PAC strategy

The Director of Public Affairs and Communications (PAC) presented a brief overview of the new PAC Strategy. He outlined why there was the need for this new strategy. It is being driven in part by the conclusions of the interim report into the previous strategy which concluded that the next strategy should clearly identify the purpose of Trinity's Public Affairs and Communications activities and work more closely with the rest of College to achieve that aim. In addition, it is necessary to respond to the changing external environment within the media and political landscapes. Finally, the University's 2020-2025 Strategic Plan (with its overarching theme of 'Community and Connection'), along with the key dependent University strategies such as *Global Relations Strategy (GRS) III*, *A Living Research Excellence Strategy*, *the Inspiring Generations campaign*, *Grand Canal Innovation District (CGID)* etc., highlight the need for this new strategy. The new strategy will be based around three pillars:

- (i) A simplified message
- (ii) Alignment of communications with people
- (iii) Engagement

The Director confirmed he would share the strategy document for feedback from the Committee, and asked for any immediate thoughts or comments.

The Deputy Librarian asked what the thoughts were around Staff

communications? The Director confirmed that this was currently focused on the Staff intranet.

The Librarian welcomed these proposals and noted that the Library has been implementing a plain English campaign. There was discussion about connecting Trinity more with the City of Dublin. Mairead Owens offered to assist with providing connections to the City of Dublin representatives. The Director will talk to her off-line.

Action 21.01 The Strategy document is to be tabled for comment at the next meeting of LIPC in May.

LIPC: 19/20.22 Old Redevelopment Project & Treasury Update

The Librarian noted that before the COVID-19 closure, the Treasury launch had been scheduled for this evening. Prior to closing the project was 95% complete. Once access is permitted, completion should be quite swift, allowing for a post COVID-19 good news story. She then shared details of the revised design which is progressing through College governance, with an anticipated June date for the submission of the planning application.

LIPC: 19/20.23 Final IT Services Annual Report 2018/19

The Director of IT Services, confirmed the final version of the Annual Report.

Action 21.01 The committee approved the report.

LIPC: 19/20.24 Final Library Annual Report 2018/19

The Librarian, confirmed the final version of the Library Annual Report 2017/18, noting this would be presented to Council.

Action 21.01 The committee approved the report for circulation to Council.

LIPC: 19/20.25 AOB

Nothing to report

LIPC: 19/20.26 Date of next meeting

Monday **11 May 2020 at 14:30** in the Henry Jones Room, Old Library.

SECTION B

Nothing to report