

## Trinity College Dublin, the University of Dublin

### Library and Information Policy Committee

Minutes of the meeting held on Monday 30 November 2020 at 15:00 – MS Teams.

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**Present:** Chair (Dr Daniel Faas), 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), College Secretary (John Coman), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Head of School (David Hevey), Head of School (Henry Rice), Graduate Students' Union President (Gisèle Scanlon), Students' Union Education Officer (Megan O'Connor), Mairead Owens (Dublin City Librarian), Kerrie Power (HEAnet).

**Apologies:** Chief Operating Officer (Geraldine Ruane)

**In attendance:** Data Protection Officer (John Eustace) for item LIPC: 20/21.06, Sub Librarian (Arlene Healy) for item LIPC: 20/21. Head of Academic Services, Innovation & Digital Platforms (Dr Geoff Bradley) for item LIPC: 20/21.07, Deputy Librarian (Jessie Kurtz), Head of Management Services, IT Services (Helen O'Hara), Nicola Boutall (Minute-taker).

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#### SECTION A

**LIPC: 20/21.11 Minutes**

Minutes of the meeting of Monday 05 October 2020 were approved.

**LIPC: 20/21.12 Matters arising from minutes of 05 October 2020**

**21.12.01 Approved Changes for Services Supporting Teaching & Learning in**

**Trinity College Dublin:** The Director of IT Services reported that the Head of Academic Services, Innovation & Digital Platforms presented the paper on Approved Changes for Services Supporting Teaching and Learning to

the Continuity of Learning and Student Activities Group, detailing the recommendations around recording and dealing with the accuracy of lecture capturing. A number of concerns were raised particularly regarding the basis for recording lectures. A new working party has been created, chaired by the Dean of Graduate Studies to examine the points raised by both students and academics, in particular around capturing lectures to a sufficient level for students with accessibility challenges. This group will meet once or twice a week in readiness for semester two. The Head of Academic Services, Innovation & Digital Platforms expects any changes to the document to be agreed in time for semester two and will bring any policy changes arising back to this meeting.

**21.12.02 Old Library Redevelopment Project update:** The Librarian reported that the Old Library Redevelopment Project has now been presented to the Capital Review Group, the Executive Officers' Group and Finance Committee. Sign-off has been received for the next year's work which comprises three elements: approval of Stage 2C of the design, which can now proceed to the point of procurement for detailed costing; enabling works and in particular fire testing as a key part of fire prevention and suppression; and the third element relates to the Logistics including feasibility for the interim Research Study Centre in the Ussher Library basement. Strong endorsements were received from all Groups and Committees, approving the project to continue for the next year. The current phase is being funded by Philanthropy. The next steps will include continuing with the tripartite funding strategy - Philanthropy, Government (including investigating European funding), and investment by Trinity.

**LIPC: 20/21.13 Coronavirus Update**

**IT Services:** The Director of IT Services noted that IT Services has delivered 16 digital services and solution improvements since the start of the pandemic. These were tactical responses that improved the working

operation of the University and will become part of normal digital services, for example the student registration service moved from a 5-day process to completing in one day. Additional staff employed at the start of the academic year to support students (Network Access Advisors) were wound up earlier than in previous years due to a lower demand, which largely resulted from the improvements made to help students with increased self-service options for connecting new devices. These Network Access Advisors were also scheduled to be available at weekends and evenings, rather than during the business day on campus. Other changes introduced include improvements to the IT Services orientation webpages which included eight bite sized guides to assist in connecting and accessing College services. The usage of our website increased by 23% compared to year prior, with connection via social media up by a factor of 3.5.

The Service Desk continues to work remotely and experienced the busiest six weeks period ever recorded for IT Services support with 11,000 enquiries. This likely reflects that the start of the academic year was delayed and therefore the time for normal start of year activities was also compressed. Wait time for students and staff on our Service Desk support lines has reduced which perhaps reflects a benefit of smart working in offering new flexibilities for the team to quickly switch between support channels. Email continues to be the most popular method for contacting the Service Desk although the Live Chat function has remained since it was introduced in April 2020.

Managing an increase in tickets around accessing Blackboard modules and timetables etc has been a challenge for the Teaching & Learning team. Some interesting statistics: Panopto usage for live streaming and capturing lectures, is up by a factor of 300%, which led to increasing the capacity far earlier in the year than planned; Engagement with Blackboard is up by 30% and we are registering 300 Blackboard Collaborate sessions a day, with up to 10,000 students joining face to face sessions on any day; There are additionally an average of 400 meetings a

day via Zoom and 1000 meetings a day with Microsoft Teams. Cyber / Phishing attacks on the College network are now directed particularly at the Health Sciences and any Immunology areas that are related to Coronavirus. Computer labs across the campus have been reopened to support online learning. The Trinity Live App has been enhanced to allow students on clinical placements to complete their daily health questionnaire online, confirming that they do not have any Coronavirus symptoms, as required by the HSE.

The University approved a policy change to enable academics to buy laptops this Summer to support online teaching. The Trinity Access Programme and College Disability Service procured over 700 laptops for students through a Government funded initiative aimed at avoiding a digital divide, the purchase of which was facilitated through HEAnet. The Director of IT Services invited the CEO of HEAnet to present other initiatives that HEAnet are supporting, particularly around connectivity and access in Ireland. Kerrie Power commended IT Services' achievements during this time. She reported that she has joined the Department of Education Steering Committee for Tertiary Education Response Team to Covid-19 and is also chairing a sub-group for the National Response to Connectivity and Digital Challenges around Covid-19. As mentioned, HEAnet was involved in the initiative to influence a grant of over €11m to bulk purchase 16,700 laptops and devices for disadvantaged students in further education nationwide. Over the summer talks continued with Comreg, Telcos and others regarding their response to Covid-19 and helping to connect disadvantaged students, remove data caps, and reduce connection bills. Another initiative is to expand Eduroam outside the campus environment and bring access to Campus resources over WiFi everywhere. The Director of IT Services is the Deputy Chair of the HEAnet Board which has given approval to spend €1m to pilot this scheme, and work has begun with the Department of Rural and Community Development, Department of Transport, Department of the Taoiseach, IBEC, local authorities, and many others.

Three approaches are being considered; utilise existing public WiFi infrastructure; utilise private WiFi infrastructure and commercial sites; and thirdly to build new infrastructure and put Eduroam on these infrastructures. Work is underway to provide Eduroam to local authority public libraries around the country. Eduroam has already been implemented on some commercial sites including the Convention Centre and CHQ in Dublin and on 50 business connectivity points as part of the national broadband plan. The plan also includes connecting to a strategy coming out of Europe, WiFi for EU. It is also hoped to bring Eduroam to cafes, hotels, petrol stations, public spaces, and bus routes. This initiative is currently in an early pilot phase and was presented to Minister Harris in the summer.

Mairead Owens acknowledged the initiative, noting that colleagues in public libraries are involved and she offered any other assistance that might be needed. Head of School (Henry Rice) thanked everyone for their hard work during the pandemic in keeping the University connected. In response to his queries, the Director of IT Services confirmed that capacity is not an issue for recording lectures as cloud-based services are used and the allocation has already been increased five-fold. It was noted that the distribution of laptops to students is administered through the Disability Service, Trinity Access Programme, and the Senior Tutor and that any allocation queries should be directed to them.

**The Library:** The Librarian reported that the key point during this period is that the libraries have been continually kept open which has been a major undertaking. A new booking system has been implemented with an additional email confirmation system to help overcome 'no-shows'. It was noted that a fundamental issue is that the libraries do not have an access control system, therefore work arounds' have had to be implemented. Postgraduate students acted as monitors to assist in compliance around library visitors wearing masks, email confirmation

checking etc. Opening hours over the Christmas period are currently being finalised and will be announced at the end of the week. The Libraries are at 60% capacity with all services being used evenly. Live Chat is proving to be extremely popular, and there is also one to one support with consultations with subject librarians. The Librarian noted following presentations from the University Health and Student Counselling Services on student mental health at the Trinity Living with Covid Oversight Group, how important the library has become as a non-clinical support for students' mental wellbeing, by, for example, offering a less isolated and socially distanced communal space.

**LIPC: 20/21.14      Digital Preservation**

The Librarian introduced this item regarding the long-term preservation of digital content and records management, noting that the Library is receiving an increasing number of digital collections, including 'born-digital' material. The Sub Librarian responsible for Digital Systems & Services presented a document proposing the establishment of Library-wide and University-wide Digital Preservation Groups. This forms part of a series of measures to advance and accelerate the Library's capacity to preserve and make digital content accessible, addressing the 'Integrated Digital Plan' from the 2015-20 Library Strategy. The Sub Librarian asked that the Committee review and approve the terms of reference and membership for the University of Dublin Digital Preservation Steering Group and three sub-groups as detailed in the circulated document. The sub-groups comprise The University Records Digital Preservation Sub-Group; The University Digital Humanities Preservation Sub-Group; and The University Library Preservation Sub-Group. The sub-groups are each focused on an area of strategic importance and differ in terms of content being looked after by different areas in the University and the stakeholders involved in creating, curating and using the content.

The University of Dublin Digital Preservation Steering Group will be convened to provide strategic direction, operational oversight, monitor progress, and evaluation of the University's digital preservation activities. The Sub Librarian confirmed that these groups will be established for two years and will then be reviewed as to whether a different governance model should be implemented. The College Secretary requested more time to consider the proposal and give final approval at the next meeting.

**Action 14.01:** Proposal to be brought back to the next meeting for final approval.

**LIPC: 20/21.15      Revised Data Protection Policy**

The Data Protection Officer presented the revised Data Protection Policy, replacing the current 2005 policy, and requested approval from the Committee. The revised policy contains updated and relevant guidance for Trinity students and staff and defines responsibilities when processing personal data. The key revisions include the legal basis for processing personal data; rights of individuals; records of processing activities; data protection by design and by default; international data transfers; and data breach notifications. The revised policy is supported by additional documentation including a data protection handbook and an updated website which provides detailed information and practical resources for the University community.

The Data Protection Officer explained the background to the revisions and the importance of continued awareness of data protection legislation. The comprehensive data protection framework and the content of the revised policy were outlined, and it was noted that all the supporting material will be available online which includes a glossary of definitions and a list of scheduled workshops and modules available for different areas of the University. It was noted that the Deputy Data Protection Officer is responsible for research and general consultation is provided in partnership with the Office of the College Solicitor, a GDPR Project Executive is also on staff in the Secretary's Office. A mandatory data protection training module will be rolled out for all University staff

and Data Protection Day will be taking place in January 2021, along with an awareness campaign.

The Director of IT Services thanked the Data Protection Officer, delighted that this policy has been revised, and asked if it is possible to have a rubric that explains when a DPIA is necessary. The Data Protection Officer confirmed that there are specific requirements under GDPR which would warrant a DPIA and emphasised that he welcomes discussion of any concerns if in any doubt. A risk assessment template is also available for completion and noted that it is always preferable to provide more information than necessary to ensure compliance and promote good practice and awareness of the regulations. It was noted that University Societies are not technically Trinity's responsibility and similarly Trinity Alumni is a separate entity although using the University's infrastructure, however the Data Protection Officer is planning to engage with the student population once the GDPR project is more complete and in an enhancement phase.

Head of School (David Hevey) thanked the Data Protection Officer on behalf of his School for the always extremely prompt and helpful responses received from the Data Protection Officer and his colleagues. The Graduate Students' Union President thanked IT Services, the Data Protection Officer & the Library for their continued advice, support, and professionalism that they have received this year, and noted that the Graduate Students Union is now looking at their own processes and policies regarding data and navigating GDPR.

The Committee approved the Revised Data Protection Policy as circulated.

**LIPC: 20/21.16      AOB**

The Chair noted the 30<sup>th</sup> November 2020 closing date for the Institutional Quality Review survey and encouraged everyone to take part.

**LIPC: 20/21.17      Date of next meeting**

Monday **25 January 2021 at 14:30** by MS Teams.

**SECTION B**

Nothing to report