

Trinity College Dublin, the University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 14 February 2022 at 14:30 – MS Teams.

Present: Chair (Dr Daniel Faas), Librarian and College Archivist (Helen Shenton), Director of IT Services (Patrick Magee), College Secretary (John Coman), Head of School (David Hevey), Head of School (Henry Rice), Dean of Research Representative (Immo Warntjes), Elected Board Member (David Grouse), Ronan Byrne (CEO HEAnet), Mairead Owens (Dublin City Librarian), Graduate Students' Union President (Gisèle Scanlon).

Apologies: Academic Secretary (Patricia Callaghan), Interim Chief Operating Officer (Orla Cunningham), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Students' Union Education Officer (Bev Genockey).

In attendance: Information Security Manager (Sara McAneneny) for item LIPC: 21/22.21; Bursar (Elenor Denny) for item LIPC: 21/22.23; Deputy Librarian (Jessie Kurtz); Head of Management Services, IT Services (Helen O'Hara); Nicola Boutall (Minute-taker).

SECTION A

LIPC: 21/22.18 Minutes

Minutes of the meeting of Monday 22 November 2021 were approved.

LIPC: 21/22.19 Matters arising from minutes of 22 November 2021

22.19.01 Old Library Redevelopment Project Update:

The Librarian reported on the Old Library Redevelopment Project and the decision made by Board on the 26th January 2022 to conserve the Printing

House to accommodate the Book of Kells. A temporary pavilion will be erected in New Square for an interim exhibition. Both are intended to address the continuity of income from the Old Library during closure for redevelopment. The major preparatory works for the redevelopment have begun; the Ussher Library basement has been emptied ahead of creating an interim research study centre. The Library is committed to maintaining the continuity of services for collections and any disruption will be kept to a minimum. Approximately 750,000 volumes are being moved. Pilot works are underway around cleaning, conservation, and RFIDs (radio frequency identification tags) of the volumes. Substantial opening up and structural examination works have been completed, and the Department of Housing, Local Government and Heritage will be conducting their first on-site visit shortly. The economic cost benefit analysis is on the verge of being ready. Communication pieces around the project include an article in the Guardian newspaper, a report by ZDF the German television broadcaster, BBC World Travel is visiting the University this week, and French tv is scheduled for next week. A documentary to track the project over 5 years is also being considered.

LIPC: 21/22.20 Coronavirus & Cyber Security Update

The Library: The Librarian noted that while most restrictions have now been lifted, mandatory mask wearing is continuing in the library. The 24-hour study spaces and isolation rooms are currently under review. Applications received for the ALCID scheme, allowing mutual access to library collections in other universities, are being considered with the majority wishing to come to Trinity. The blended working scheme for Library staff is in the process of being implemented.

IT Services: The Director of IT Services reported on the continuing high levels of activity across several services in the University, particularly at the IT Services Service Desk, Wi-Fi connections to the College network, and Blackboard usage. There has been a 25% increase in the number of

people contacting the Service Desk compared to the previous year, largely related to connecting new devices to the College network. The number of students on campus, based on device connections to the College Wi-Fi, is five times higher than last year, and staff attendance has increased by a factor of 2.5. While the number of Zoom meetings has decreased, Panopto recordings remain consistently high, however there has been a 50% reduction in users accessing the material.

Under Cyber Security, the Director of IT Services updated the Committee on ongoing challenges around cyber security attacks and the risks posed by cloud-based solutions. NUI Galway narrowly escaped a cyber-attack by responding quickly to the potential threat, and in December 2021 IT Services identified a global vulnerability, mobilising a team on a Saturday morning to mitigate the risk and contacting other system owners across the University. However, a consolidated list of all applications in the University and their owners is not available. IT Services can only protect the systems that they are aware of and manage, but there is a need to look more closely at the approach to the management of Cyber Security risks in the wider University, and the distributed nature in which people have implemented systems. Further policies will be brought to this Committee for consideration and raised at risk and compliance forums. The Chief Officers Group, the Capital Planning Group and the Capital Review Group have agreed to fund a 24/7 monitoring service, as the speed of reacting to any threat is essential to ensure minimal disruption. It was noted that unknown and/or unregulated cloud-based solutions put the University at risk. While colleagues in the University Procurement office can alert IT Services to some purchases, cheaper uncompliant cloud-based systems can be easily purchased. It was noted that the Cloud Policy is mandatory, but compliance is an issue. The Secretary's Office do keep track of fines that are issued to institutions by the DPC, and it has been noted that failure to purchase appropriate enterprise solutions can result in fines. The Director of IT Services asked colleagues

to inform IT Services whenever they become aware that someone is using a new application, and check it is compliant with the Cloud policy, remembering that many of these systems include a lifecycle responsibility. The College Secretary noted that he would support any initiatives that were introduced to reduce the risk to the University. Head of School Henry Rice noted that the data captured on Panopto is extremely useful, and it is important to monitor the usage. The Director of IT Services confirmed that data is tracked on a monthly basis due to the associated cost. Regarding whether the library systems will be covered by a 24/7 monitoring service, the Director of IT Services noted that it will depend on whether the library system logs are compatible with the monitoring system.

LIPC: 21/22.21 Records Retention – Management of Teams in O365 & Expiry of Chat

The Information Security Manager from IT Services presented a document for noting which detailed two proposed changes to data retention settings in Microsoft Teams. Both items will enhance data management and are strongly supported by the Data Protection Officer as in line with the University programme of compliance with GDPR. The first item concerns Microsoft Teams sites. To facilitate working from home, all staff were allowed to create new Microsoft Teams sites without restrictions and without an expiry policy. 4,735 new sites have since been created which IT Services are now obliged to support and manage. It is now proposed to implement new automatic provisioning and expiry processes to ensure all sites have two staff owners and a professional lifecycle management of data is in place. Team owners will be contacted by email as the expiry date approaches and asked to indicate if they wish the site to remain live. All users will be informed of this new policy. The second item concerns Microsoft Teams chat messages. Current Teams chat messages are set to an indefinite retention and users are not able to delete chats which is resulting in a large accumulation of data and

could potentially be exposed in the event of a data breach. IT Services proposes to implement a 90-day data retention period for Teams chat messages, matching the retention settings already in place for Teams call and activity logs. This will reduce the impact of potential data breaches and prevent the University from becoming liable for excess data storage in the future. All users will be informed of this new policy and advised how to archive any important chat data. Suitable documentation for both changes will be added to the IT Services website.

IT Services will use this opportunity to give guidance to users on the appropriate tools available. It is hoped to implement these changes in the next couple of months.

Head of School Henry Rice suggested the message should emphasise the sustainability message. In response to a query from the Librarian, the Information Security Manager confirmed that users can auto-archive if they want to but as so much data is being generated, we are trying to avoid people keeping everything for ever. She noted that all data will be reviewed before it is deleted, and users will be contacted multiple times before final deletion of any data.

LIPC: 21/22.22 2020/21 Annual Report, Library

The Librarian took the 2020/21 Library Annual Report as circulated to this meeting as read. It was noted that the whole year was taken up with the pandemic. A completely new suite of services was introduced during the year (Click & Collect, Scan on Demand, live online chat, postal book service, library space booking system). Significant progress was also made on the two major capital programmes – the Old Library Redevelopment Project and the Virtual Trinity Library. The philanthropic fundraising campaign is continuing. Digitising the 1872 Printed Catalogue into Stella Search was completed with 280,000 records now newly visible. This was an incredible achievement, completing a project to convert the catalogue to digital format started c40 years ago. It involved staff

members from many different areas of the library working from home during the complete lockdown period of the pandemic. A seventh transnational e-library was created advancing the availability of UK legal deposit, and major issues around the sustainability of eText books led to an international campaign. Major steps have been made on the next phases of Open Scholarship. The Librarian paid tribute to all staff in the library for overcoming the challenges faced by the pandemic and adapting to new ways of working, also specifically thanking the Library Leadership Team. The Library faces considerable challenges ahead with the biggest move of books probably in the state, the increasingly urgent issues around physical storage, and around digital sustainability, considering if digitised content will still be accessible in 50 years' time. The only outstanding capital project in the current Estates Strategy is the Collections Resource Centre, a new storage facility, which it is hoped will advance to the feasibility stage in the coming year. The Library is dependent on its infrastructure, and cyber security is an increasing priority. A new access control system linking into the University infrastructure is underway and a new Library Management System is planned. Preparatory work has begun on Trinity's Colonial Legacy, which will feed into a new Content and Collection Development Policy. The Librarian noted that the Library Strategy 2015 – 2020 was introduced as essentially a 15-year strategy and as such is now halfway through. The direction of a 'Library Strategy Lite' has been established.

Mairead Owens complemented the Librarian on the report and all the work achieved during the pandemic, noting the expanded borrowing entitlements for undergraduate students.

The Director of IT Services thanked the Librarian for a great report. In response to his query on the declined use of electronic information resource, the Librarian reported that this trend reflects the time it took for readers to adjust to working from home at the start of the pandemic and the availability of online material from publishers, noting that all

universities are reporting less usage during this period. The Dean of Research Representative noted that researchers also supplied students with more material than they might have done prior to the pandemic. David Grouse welcomed the thanks to all library staff, and the Librarian confirmed that the advantages and benefits realised from the different ways of working during the pandemic informed the Blended Working policy.

The Chair thanked the Librarian and commended all the hard work that went into producing the 2020-21 Library Annual Report.

LIPC: 21/22.23 Interim Exhibition and Printing House

The Librarian introduced this item on the Interim Exhibition and Printing House. While the Old Library is closed for three years, colleagues in the Commercial Revenue Unit proposed an Interim Exhibition to bridge the funding gap which supports the academic enterprise. The Bursar confirmed that Board agreed to conserving the Printing House to accommodate the Book of Kells two weeks ago. A pavilion containing retail and exhibition space is proposed for New Square, which will also form the start of a 'Trinity Trail' around campus. Dublin City Council is happy that another protected monument will be conserved. From a business case perspective, the Trinity Trail numbers will now also be achieved, and the Printing House will be available for use in the future. Head of School Henry Rice welcomed this development and the Bursar confirmed that planning permission has already been received for the roof and external works of the Printing House as part of the existing campus accommodation project. The expected timeline of this project includes two years for enabling works followed by three years construction work in the Old Library. Planning the Interim Exhibition is currently underway. It is expected that the Old Library will be emptied by the end of 2023.

LIPC: 21/22.24 AOB

Ronan Byrne, CEO of HEAnet, commented on cyber security from a national education perspective. HEAnet is working with the wider IUA community, THEA and others, to increase momentum on the concept of a Central Security Operations Centre (CSOC) and Security Incident Event Management (SIEM), noting that funding is currently the key challenge. HEAnet is also on the European Open Science Cloud (EOSC) Steering Board, and it was noted that the Long-term Preservation group is listed under sustaining open science. HEAnet have recently appointed a Research Engagement Officer and will be initiating a national forum for research support officers and research IT staff. Mr Byrne invited any queries for assistance regarding federation access and extended an invitation to the Committee to the HEAnet Conference, this year taking place in Killarney.

The Librarian agreed linking sustainability to Open Science was an interesting concept and will contact Mr Byrne separately to discuss further.

LIPC: 21/22.25 Date of next meeting

Monday 4 April 2022 at 14:30 by MS Teams.