

## Trinity College Dublin, the University of Dublin

### Library and Information Policy Committee

Minutes of the meeting held on Monday 9<sup>th</sup> June 2022 at 14:30 – MS Teams.

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**Present:** Chair (Dr Daniel Faas), Librarian and College Archivist (Helen Shenton), Director of IT Services (Patrick Magee), College Secretary (John Coman), Head of School (Henry Rice), Dean of Research Representative (Immo Warntjes), Elected Board Member (David Grouse), Ronan Byrne (CEO HEAnet).

**Apologies:** Academic Secretary (Patricia Callaghan), Interim Chief Operating Officer (Orla Cunningham), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Head of School (David Hevey), Mairead Owens (Dublin City Librarian), Students' Union Education Officer (Bev Genockey), Graduate Students' Union President (Gisèle Scanlon).

**In attendance:** Head of Central & Distributed Support, IT Services (Lee Mills) for item LIPC: 21/22.29; Systems Administrator, IT Services (Tom Hayes) for item LIPC: 21/22.30; Acting Keeper (Christoph Schmidt-Supprian) for item LIPC: 21/22.31; Deputy Librarian (Jessie Kurtz); Head of Management Services, IT Services (Helen O'Hara); Nicola Boutall (Minute-taker).

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#### SECTION A

**LIPC: 21/22.26 Minutes**

Minutes of the meeting of Monday 14 February 2022 were approved.

**LIPC: 21/22.27 Matters arising from minutes of 14 February 2022**

**22.27.01 Old Library Redevelopment Project Update:**

The Librarian gave an update on the Old Library Redevelopment Project, noting that it incorporates managing the timelines of three simultaneous building projects. The decanting of 700,000+ volumes has begun, with pilot works around cleaning, conservation, and RFIDs (radio frequency identification tags). Collection materials will be temporarily stored on campus or off site. The Glucksman Map Library Reading Room is now temporarily inaccessible while work is proceeding on the new Interim Research Collections Study Centre in the Ussher basement. A communication was sent individually to all users with details of alternative access to expertise and to services, while the Map Library is closed, maintaining continuity of access to materials during the closure period. The continuity of income has been addressed by conserving the protected structure, the Printing House, to accommodate the Book of Kells, which is now at the final design stage and scheduled to be completed by next November. The temporary pavilion for the Interim Exhibition is at the final tendering stage and is scheduled to be ready in time for the closure of the Old Library for construction in December 2023. Communication around the project include an article in the New York Times and a trailer for a documentary to promote potential funding with, for example, the Broadcasting Association of Ireland. A series of events have been planned for the count-down to closure throughout 2023, including the unveiling of four new sculpture bust portraits representing women scholars in the Long Room.

The Librarian confirmed that the project has a robust risk register and increasing construction costs have been factored into the budget.

**LIPC: 21/22.28      2020/21 Annual Report, IT Services**

The Director of IT Services took the 2020/21 IT Services Annual Report, circulated to this meeting, as read. The IT Services annual report has been prepared with sustainability in mind and is designed to be read primarily online. A limited number of copies of the report will be printed. IT Services takes the sustainability challenge seriously and the Director

noted that the IT Services award-winning Green Data Centre is measuring a power usage effectiveness of 1.13, well within the typical usage of 1.5 – 2 of comparable data centres. It was noted that the full academic year 2020/21 was ‘remote’ for everyone due to the Covid-19 pandemic, which inevitably changed the focus of IT service delivery and significantly increased the IT workload. IT Services teams were busy ensuring services and technologies were able to withstand the exponential growth in usage, providing additional guides, websites and videos to ensure staff and students could use the new tools. For online teaching, learning and assessment usage of tools including Blackboard Collaborate, Blackboard Ally and Panopto, which also ensured a more inclusive learning environment, saw a marked increase. Orientation was delivered fully online; network services were adjusted to allow for more secure connectivity to the University network while staff were working from home. The Office365 Apps allowed the efficient development of new tools for individuals to book space on campus while maintaining social distancing rules and a set of forms for tracking student international arrivals into Dublin and their Covid isolation periods. The Annual Report focuses on technology and teamwork, highlighting how the University worked together and collaborated during this period and some astonishing figures show that the University sent over 3 million chat messages, held over 500,000 Teams meetings and calls, and more than 15 million files were saved on SharePoint and One Drive over the year. The Trinity Live App was enhanced with a new Daily Covid Declaration feature to meet a recording requirement for students on clinical placements with the HSE. IT Services assisted in the Provost’s election, working with the Registrar and colleagues in the Secretary’s Office to assess and select an appropriate electronic voting tool, ensuring it was both transparent and secure. Commenting on the financial report, it was noted that the non-pay budget remains at 2011 level with 97% spent on operating existing IT services, leaving little left for contingency expenditure. Much of what IT Services does is invisible but critical to the

University and the Director acknowledged the professionalism, dedication, and adaptability of IT Services teams over the duration of the pandemic and thanked them for their commitment and innovation in supporting the University community. The full report is now available to view on the IT Services website.

The Chair thanked the Director of IT Services.

Head of School, Henry Rice, queried the storage of old emails and the amount of energy they consume, noting that these issues may be useful to explore for a sustainability research project. Professor Rice will discuss further with the Director of IT Services.

**LIPC: 21/22.29 IT Services 2022 Satisfaction Survey Results**

The Head of Central & Distributed Support, IT Services, presented a report outlining the results from the latest IT Services Satisfaction Survey held in February / March 2022. This is the seventh survey that has been run by IT Services and was sent to three cohorts – staff, undergraduate and postgraduate students. Different sets of questions were surveyed for students and staff. Overall, a low response rate of 6% was received, half the response rate of the previous survey run two years ago in 2020 just before the pandemic. The results highlighted the importance of IT, which has increased from previous years, although satisfaction overall with IT Services has dropped slightly. The highest levels of dissatisfaction were noted for on-campus facilities services, such as printing, copying & scanning, physical teaching facilities, Audio Visual kit support and WiFi coverage. It was noted that staff and students still prefer communication via email and a large number of open question response noted that all had a preference for the Service Desk to re-instate an in-person service – otherwise the Service Desk appeared as one of the most satisfactory services in IT Services.

The full report containing more detail will be made available on the IT Services website.

The Director of IT Services noted the low level of responses, possibly due to survey fatigue. This is unfortunate as survey results are an important driver for the programme of work for the following year.

Head of School Henry Rice noted that AV hardware and its management is an issue for Schools and would be interested to hear how other institutions manage their AV provision. Professor Rice also noted that SharePoint is a valuable resource that he hopes to encourage more usage of in his School.

**LIPC: 21/22.30      Approval process for publishing institutional mobile apps in the Apple & Google Play stores**

IT Systems Administrator Tom Hayes presented a memo to the committee for information only ahead of a policy currently being prepared by IT Services, for an approval process for publishing University apps in the Apple and Google Play stores. Currently individuals within the University are releasing apps to these stores using personal accounts, however Apple is now requesting all future apps are submitted to the Apple store via a single authorised institutional developer account. The College Solicitor has reviewed the legal terms and conditions in the Apple Developer Program Licence and has identified risks that the University must manage. The most significant items were outlined, the background leading to this new policy was explained, and some additional risks including data protection, procurement compliance, financial compliance (some apps accept payment) and legal indemnity, were noted. It is intended that a new policy will allow the University to manage these risks through controls and risk acceptance. It is proposed that IT Services will manage the process in collaboration with other offices in the University, to facilitate staff publishing apps using the institutional app stores and will also have the authority to remove any app from an institutional store without notice on the advice of IT Services Senior Management, the Secretary to the College, the College Solicitor, the College Data Protection Officer and/or the College's IT Security Manager. It is proposed that the

Head of Area must sign off on an app being developed with the intention of it being released into an institutional app store, however it should also be noted that Apple retain the right to remove any app from their stores without prior consultation. The Committee's support was requested for IT Services to intervene in advance of the approval of the policy to ensure continuity of service to users. It was noted that the terms with Google Play have not yet been reviewed.

The College Secretary asked Dr Hayes to contact the Secretary's Office regarding the new policy management framework.

**LIPC: 21/22.31 Proposal to dispense of Hardbound Theses**

The Acting Keeper presented a proposal to dispense with the requirement for hardbound theses for noting and discussion, explaining the process and the benefits to both staff and students. An electronic thesis submission system was initiated in 2016 and fully implemented in 2017. The process was developed by TCD Research Informatics in liaison with Academic Registry, under the direction of the Dean of Graduate Studies, with the approval of the Graduate Studies Committee and with the support and input of the Graduate Students Union. The Dean of Graduate Studies proposes to dispense with the requirement for students to supply two hardbound copies of research theses to the University (one for the Library and one for the supervisor) and to require the submission of electronic copies only. The most critical issue is that of the long-term preservation and sustainability of the electronic theses. If the electronic copies are to be the only copies held by the Library for future generations, they must be stored in a digital preservation system, which does not currently exist in the University. A steering group, chaired by the Librarian and College Archivist, and three subgroups have been established to consider digital preservation in the University. The steering group will identify strategic aims and objectives, advocate for embedding digital preservation as an essential consideration at the beginning of digital project life cycles, identify funding opportunities

including research grants and philanthropic sources and act to bridge the gap between policy and practice.

Given the potential benefits, the Library supports the proposal to dispense with the requirement for hardbound theses in principle. In practice, support for the proposal is predicated on there being a robust digital preservation system. Without such a system, the long-term sustainability of the electronic theses cannot be guaranteed and the requirement to submit a hardbound copy to the Library should remain. It is also recommended that the immediate storage issue for the electronic theses be addressed as soon as possible.

It was noted that the Library has submitted this paper to the Graduate Studies Committee supporting a digital only theses submission and the Librarian emphasised the importance of preserving digitised content. It was confirmed that the e-thesis system shall continue to support students to optionally generate hardbound copies for schools/supervisors that require them and/or for personal purposes. The Acting Keeper is available to discuss further.

CEO of HEAnet, Ronan Byrne, noted that a long term data preservation task force has been established and invited the Librarian to subscribe to the mailing list.

Head of School Henry Rice wondered if this was an opportunity for SharePoint.

**LIPC: 21/22.32      AOB**

None

**LIPC: 21/22.33      Thanks to members completing their term**

The Chair thanked all outgoing members of the Committee for their valuable contribution and time. The Librarian thanked the Chair for his time and efficient running of this committee.

**LIPC: 21/22.34      Proposed schedule of next meetings**

- Monday 17<sup>th</sup> October 2022
- Monday 28<sup>th</sup> November 2022
- Monday 13<sup>th</sup> February 2023
- Monday 27<sup>th</sup> March 2023
- Monday 8<sup>th</sup> May 2023