

Trinity College Dublin, University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 6 February 2017 at 15:00 in the Henry Jones Room, Old Library Building

Present: Professor Sylvia Draper (Chair), Librarian (Helen Shenton), Interim Director of IT Services (Patrick Magee), Academic Secretary (Patricia Callaghan), Professor Agnes Higgins (Vice Provost's Nominee), Associate Dean for Online Education (Tim Savage), Deirdre Ahern (Elected Board Member), Mr John McDonough (National Archives), Mr John Boland (HEAnet), Students' Union Representative (Mr Dale Whelehan), Professor David Ditchburn (Head of School), Deputy Librarian (Jessie Kurtz), Deputy Director IT Services (John Lawlor).

Apologies: College Secretary (John Coman), Dean of Arts, Humanities and Social Sciences (Professor Darryl Jones), Associate Dean of Research (Peter Gallagher), Chief Operating Officer (Geraldine Ruane), Graduate Students' Union President (Mr Shane Collins).

In attendance: Ms Nicola Boutall (Secretary to the Committee), Victoria Butler (in place of the College Secretary)

SECTION A

LIPC/16-17/61 Minutes

61.1 The minutes of the meeting of Monday 05 December 2016 at 15:00 were approved.

LIPC/16-17/62 Matters Arising

62.1 Estates Master Plan

The Chair noted that Turnberry were not available this week to present an update of the Estates Master Plan to this Committee, and therefore suggested that an additional meeting be called for when they are next in Trinity and able to present. Committee members will be informed of the date.

Action 62a: Chair to invite Turnberry to additional LIPC

62.2 Data Protection Regulations

The Librarian noted that the Data Protection Regulations are substantial and wide-reaching

62.3 Records Management Policy implementation

The Assistant Secretary presented an update of the Records Management Policy in place of the College Secretary. The implementation of a general records management policy is under discussion, embedding record management training. Staff Identity will be addressed under this policy. A further update will be presented at the next meeting in April 2017.

Action 62b: The Assistant Secretary will communicate off-line with the IT Services Users' Group regarding issues raised with Staff Identity

62.4 Trinity Visitor Experience update

The Librarian updated the Committee on the Trinity Visitor Experience. It is currently in the Stage 1 Design Phase - the design is being evaluated against the criteria with the architects. An internal University group is working on the content for the exposition, and currently putting thought into themes. They are working with the exhibition designers, developing the required exhibition experience.

LIPC/16-17/63 IT Governance

63.1 BDO Report on Cyber Security

The Deputy Director of IT Services presented the BDO report 'Cyber Security Risk Assessment' as circulated to the Committee.

63.2 The Director, Deputy Director, IT Security Officer, and the Deputy Internal Auditor met BDO together with other University officers, to perform a high level risk assessment in relation to Cyber Security to identify areas where College may be vulnerable to external and internal technical cyber security threats.

63.3 The requirement for academic freedom and the devolved nature of IT Governance in the University has resulted in elevated cyber security risks and a

number of end user related areas presenting a risk to the University. The University is known to be liberal in the way it deals with these issues, and as such the report did not expose anything unexpected. IT Governance was highlighted as the main issue, and IT Services will proceed with this in mind.

63.4 The BDO Report was considered by the Audit Committee and referred to the Chief Operating Officer for inclusion in the College's risk management process.

63.5 The Associate Dean for Online Education asked if the number of security breaches is recorded. The Deputy Director of IT Services explained that security incidents are noted but that individual breaches can only be tracked if IT Services are informed or detects them. It was noted that unrestricted web browsing is a high risk but is required for supporting academic research.

63.6 Deirdre Ahern suggested that staff should be made more aware of secure internal services offered by IT Services. The Deputy Director advised the committee that Microsoft One Drive, giving 1 terabyte of storage, is now available to all staff and could, for example, remove the need for services such as Dropbox.

63.7 Mr John Boland noted that BDO work in a more restricted environment, and to now evaluate IT Governance would be the correct pragmatic approach.

63.8 It was noted that the quality of the BDO report was lower than expected, and this Committee would have concerns regarding the depth and quality of this report for future reference.

63.9 Governance Model for IT

The Interim Director of IT Services reported on a Governance Model for IT.

63.10 Work on a Model has been carried out for the past year, recognising the challenges that IT Services face in introducing this college wide. Data Protection Regulations are being implemented in May 2018 with very specific requirements around the University's ability to respond to data privacy incidents within 72 hours. It is appropriate to look again at the IT governance model now, to act quickly so that necessary changes can be addressed in the time still available. It will be important to bring policies to this committee, and the Interim Director of IT Services asked the Committee for support and to notify him of any key stakeholders to contact during this period.

- 63.11** The Interim Director of IT Services proposed putting together a working group to formulate a policy regarding the Data Protection Regulations, but would imagine other groups around the University are already in existence, and asked members of this Committee to assist in introducing him to any appropriate groups that he may link into.
- 63.12** The Librarian noted that she is now on the Research Committee. She presented information on the Horizon 2020 Research Data Management mandate to the 6th December 2016 Research Committee. The mandate came into effect on 1st January 2017, whereby all research funded under Horizon 2020 must have a research data management plan. The motto of the EU in this regards is “as open as possible and as closed as necessary”. The Head of Academic Services & IT Operations in IT Services, who also attends the Research Committee, presented on active research data management and the implications of the General Data Protection Regulations on the management of research data.
- 63.13** While there are mechanisms outside IT that can deal with open access, it was noted that a mechanism is required that protects the value of the University’s information / IP, and data protection of the individual.
- 63.14** The Chair asked the Interim Director of IT Services to report back if he required any further assistance, and asked the Committee to suggest who would be important to involve regarding the issue of IP and protection of ownership. The Chair thought this Committee should act as a gateway, and should raise issues if they had serious concerns.
- 63.15** Deirdre Ahern thought the Committee, as Officers of the University, had a right to produce a semi-formal document to bring to Board if they wished.
- Action 63a: Committee members to submit names of colleagues involved in IP for the Chair to collate**

LIPC/16-17/64 IT Services Annual Report

- 64.1** The Deputy Director of IT Services presented the IT Services Annual Report 2015-2016 as circulated to the Committee.

- 64.2** The Associate Dean for Online Education requested that it be noted that the Virtual Learning Environment project is jointly managed by Capsl and On-Line Education. He also asked if the usage figures for BlackBoard could be included.
- 64.3** The Deputy Director of IT Services highlighted the Staff and Student Upskilling and Training Programme under section 7 Strategic Plan Actions 2016-2017, reporting that 1000 licences for lynda.com have now been purchased as a three-month pilot scheme, with the hope to expand the number if successful.
- 64.4** The Chair congratulated the Deputy Director of IT Services on a comprehensive report. It was suggested to add an asterisk / reference to note the increase of expenditure due to changes in the department, and to include FTEs in the 2016-17 report.
- 64.5** The Interim Director of IT Services noted that he would like to see what the University spent on IT as a whole, that spend did appear modest considering the number of applications that are being supported. Benchmarking the services against other Universities have been favourable.
- 64.6** The Deputy Librarian noted the internal income to IT Services. The Deputy Director of IT Services noted that funds for investment in infrastructure is low.
- 64.7** The Students' Union Representative requested a meeting with IT Services and the Students' Union Communication Officer to discuss student issues, and noted that they would like IT Services to be more accessible. The Interim Director of IT Services will schedule a meeting.
- 64.8** The Academic Secretary would like to know the number of responses from the satisfaction survey.
- 64.9** The Chair suggested that relating strategic actions to governance would add weight to the report, and more detail to the financial performance might usefully be included in an appendix.

Action 64a: Deputy Director of IT Services to bring BlackBoard usage figures to the next meeting

Action 64b: Deputy Director of IT Services to include reference to changes in structure in the department and to include FTEs in the 2016-17 Annual Report

Action 64c: Deputy / Director of IT Services to provide further financial details in future reports

LIPC/16-17/65 Facilitating Online Continuous Professional Development Courses (CPD)

- 65.1** The Associate Dean for Online Education presented a memo prepared by him and the Dean of Graduate Studies circulated to the Committee for information regarding Facilitating Online Continuous Professional Development Courses (CPD).
- 65.2** The Associate Dean for Online Education outlined that issues were apparent immediately when applicants attempted to register for single online modules within the institutional virtual learning environment (Blackboard). Currently only registered Trinity students may enrol in the environment, CPD students are not registered students and therefore do not have automatic access to the VLE. Also the course and module structure within the VLE flows from SITS/CMIS and there is no facility to create a single standalone module as required for online CPD courses.
- 65.3** He informed the Committee that IT Services have agreed to facilitate a work around solution for the current proposed intake of students, due to commence the course the following week, however these students will not be visible to the Academic Registry, and fees and record management will be the responsibility of the School offering the CPD course.
- 65.4** The Chair noted that it needs to be ascertained how long IT Services will be facilitating the work around. The Associate Dean for Online Education indicated that the SITS/CMIS additional functionality needed would be expensive and for the foreseeable future the Academic Registry was not in a position to offer a solution. The Deputy Librarian asked if this issue had been raised through undergrad / postgrad committees. The Academic Secretary questioned if a policy existed regarding these students, querying if they have the same rights as registered students with access to the library for example. The Associate Dean for Online Education noted that it appears there is a policy deficit around this area. Professor David Ditchburn noted that

Schools are currently providing a fix to the problem, which is increasing work load for staff in the Schools, and diminishing the case for an institutional response. It was also acknowledged that it is best practice for such records and fees to be received at University level rather than School level.

- 65.5** Professor Agnes Higgins reported that this was an issue for many years in the Faculty of Health Sciences, and had resulted in a loss of students (and fees) to our competitors. It was noted that centralised records are essential, and the importance of accreditation/certification for CPD modules was emphasised.
- 65.6** The Academic Secretary noted that the University had an obligation to assist in developing a solution as online CPD courses are part of the University's strategy. The Associate Dean for Online Education responded that the desire to increase revenue streams was adding impetus to the online strategy. CPD courses are linked to external bodies but the University must ensure that its own regulations and procedures are adhered to. As the University provides recognition to the CPD courses, many students view themselves as Trinity students with the same access as fully registered students. The lack of audit and oversight of CPD courses across the University was acknowledged. The Academic Secretary also raised the issue of quality assurance.
- 65.7** The Chair commented on the urgency for a workable solution but also the nature of the data being captured and the responsibility for record retention that the Schools were committing to indefinitely. The Associate Dean for Online Education asked if in the light of the concerns expressed the LIPC was in a position to confirm that the CPD courses could go ahead. The Chair noted that this memo had been brought for information only and as such no decision was required. She also noted the many concerns which had become evident through the course of the discussion. She informed the committee that it was regrettable that this proposal was being considered at such a late stage in the process when students had already applied for places and were due to commence their studies.
- 65.8** The Academic Secretary suggested that this should be discussed further with Academic Registry and IT Services regarding how to progress. The need for a policy for the development of CPD courses was noted.

Action 65a: The Assistant Secretary to bring the issues to the College Secretary

Action 65b: The Academic Secretary agreed to discuss this item with the Academic Administration Group and is to further liaise with the Associate Dean for Online Education and Dean of Graduate Studies.

Action 65c: The Interim Director of IT Services will liaise with the Director of Academic Registry to consider appropriate methods by which CPD students may be registered.

LIPC/16-17/66 Senior Recruitment

66.1 The Librarian reported on the on-going recruitment for the Head of Research Collections. She thanked everyone who had attended the presentations.

66.2 The Chair reported on the recruitment of the new Director of IT Services on behalf of the Chief Operating Officer. The post was advertised just after Christmas with a closing date of the 20th January 2017. It is expected that the first round of interviews will take place in March 2017. Patrick Magee has been appointed the Interim Director of IT Services.

LIPC/16-17/67 Reflection on LIPC

67.1 The Chair noted that she had not received any comments regarding the workings of this Committee, and concluded that LIPC was working well as a committee. This item will remain on the meeting agenda for future discussion.

LIPC/16-17/68 Any Other Business

68.1 The Librarian noted that this year marks the 50th anniversary of the opening of the Berkeley Library in Trinity College Dublin. There will be a wide-ranging and eclectic programme of events throughout 2017, culminating with 'Berkeley@50'. The launch event will be taking place on the 22nd February 2017.

68.2 The Librarian noted that the implementation of the 2013 UK e-legal deposit legislation is underway. It means that substantial [UK electronic legal deposit](#) publications are now available, namely;

- Over 100,000 e-books, with about 500 new titles added every week
- Over 1.8 million e-journal articles, with about 1,250 academic e-journal titles new to the Library
- Over 6 million archived UK websites, which is a unique source in Ireland

Due to the requirements of the UK legislation, this content can be viewed only on dedicated PCs in the Berkeley, Lecky, Hamilton and John Stearne libraries. Printing services are available within UK copyright restrictions. Given this legal requirement, Professor David Ditchburn requested this item be kept on the agenda for further discussion.

LIPC/16-17/69 Date of Next Meeting

69.1 Monday **03 April 2017** at **15:00** in the Henry Jones Room, Old Library Building.

SECTION B

Signed:

Date: