Trinity College Dublin, the University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 05 October 2020 at 14:30 – MS Teams.

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), 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).
Apologies:	Chief Operating Officer (Geraldine Ruane), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Kerrie Power (HEAnet).
In attendance:	Director of Public Affairs & Communications (Tom Molloy) and Deputy Head of Communications (Sharon Campbell) for item LIPC: 20/21.05, Head of Web Design and Development (Maura Horan) for item LIPC: 20/21.06, Data Protection Officer (John Eustace) for item LIPC: 20/21.06 and item LIPC: 20/21.08, 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).

SECTION A

LIPC: 20/21.01   Minutes

Minutes of the meeting of Monday 13 July 2020 were approved.

LIPC: 20/21.02   Matters arising from minutes of 13 July 2020

Borrowing of Legal Deposit Materials Proposal: The Librarian reported on the proposal to extend borrowing of legal deposit materials to undergraduate students and whether implementation would be feasible before the end of the year. The Library is currently working on an operational plan for this proposal with an implementation deadline for the end of December 2020. This timeline will ensure all practical implications including a communications plan and training for library staff, are covered. It was noted that the other legal deposit librarians have been kept informed of this plan. This is a good news story for the Library, for which Covid-19 can be seen as an accelerant.

LIPC: 20/21.03   **Coronavirus Update**

IT Services: The Director reported that IT Services is focusing on activities to allow students to return / join the University without physically coming onto campus, and on additional support for online and remote delivery of education.

The student registration process has been modified to allow students to be given Trinity access within one day of starting the process, as opposed to the usual five days after completing, enabling all students to access Blackboard, library resources, participate in orientation, and access university resources.

Similarly, the production of student id cards has also been fast tracked, as these are now required to access campus. Students provide their own photograph, and a card is produced before registration has completed. The card will expire on the 15th October if the full student registration process is not completed.

Orientation for Freshers was moved online, with IT Services staff additionally working evening and weekends through webchat, telephone, email, and web submissions to connect students' laptops and mobile phones remotely to the University network. The Service Desk is continuing to operate on campus by appointment only.

IT Services also assisted with the International students' pre-arrival check-in form, the post arrival restriction of movement form, and in

creating orientation materials to be accessed outside the network. The Trinity Live App will be used to register students going on clinical placement, completing a daily health declaration, and secure storage was finalised for sensitive data. The Director of IT Services reported that additional cameras and microphones were bought for teaching spaces, and 50 large screens and stands were distributed to give as much coverage as possible.

Following an overwhelming demand for Zoom, 1,600 licences have now been issued, including to clubs and societies to support online freshers' week and student to student mentoring. Additional WiFi will also be enabled in student spaces. IT Services will continue to work on opening computer laboratory rooms to enable a safe return to campus.

The Library: The Librarian confirmed that the reopening of the Library had gone as planned with one floor of Kinsella Hall in the Ussher Library opening on the 29th June 2020 for postgraduate students. By the end of the week, three floors were open. The contemporary libraries (Berkeley, Lecky, Ussher, and Hamilton libraries) opened on 20th July. The Joint Research Collections Reading Room in the Old Library and the John Sterne Medical Library at St James' on the 10th August 2020, and the 1937 Postgraduate Reading Room opened on the 28th September 2020 in collaboration with the Graduate Students' Union. New services have also been introduced including 'Click and Collect', 'Scan on Demand', live online chat service, a postal delivery service to support researchers working remotely across Ireland, postal collection service of books from fourth year students across Ireland. A new online booking system for the contemporary libraries went live this morning which allows either a study space or quick visit slots to be reserved.

The current focus of Library activity relates to the resumption of teaching and the services required to support this, in addition to the delivery of Library induction programmes for incoming students and the virtual delivery of the Library HITS programme. The Librarian also noted that

work has commence on defining what the Covid-19 National Framework Levels 4 & 5 will mean for the Library services and space. She reported that all the building plans have been delivered. Higher compliance of readers wearing face coverings in the Library has been achieved. Questions to the Library via the online live chat service are being monitored and provide instant feedback. With two metre social distancing, the Library currently has 20% capacity of the usual c.3000 spaces, which translates to 600 spaces.

The Librarian thanked the President of the Graduate Students' Union for her help in reopening the 1937.

LIPC: 20/21.04   **Old Library Redevelopment Project**

The Librarian presented an update of Old Library Redevelopment Project. The new Book of Kells display case was completed in time for the opening of the Old Library on the 10th August 2020. The case is stunning, proving to be a real 'wow' factor of the project. The previously planned major opening was cancelled but the Minister of Arts was still invited for a private tour by the Provost and the Librarian. The visit was important in supporting the tripartite funding strategy, which includes Philanthropy and the Government, as submitted under Culture 2020-25 consultation. The Provost also held a dinner and private tour for the donors which went very well. The media coverage from the press release resulted in a spike in online interest and bookings. The display case enables parts of the Book of Kells that have not been seen in 30 years to be shown, and provides for a three-dimensional view of the book, as opposed to looking down onto it within a desk case. The project took the opportunity to de-risked the Treasury, for fire protection and a high level of environmental protection. The Old Library Redevelopment Project now has a 'showcase' of the quality, aesthetics, levels of engineering and levels of protection that we wish to achieve for the whole Old Library project.

It was noted that planning permission was submitted on the 30th June 2020 following approval from Board and has just been granted by Dublin

City Council with no objections. Dublin City Council will publish the approval on their website today. A press release will be issued tomorrow highlighting the achievement of a 'clean' planning permission, awarded in record time. The planning permission is valid for five years. This has been a real vote of confidence in the project, and it was noted that the amount of engagement with key stakeholders and Dublin City Council proved to be very productive.

The next steps will be to capitalise on the 'Inspiring Generations' campaign, and to develop the government proposal; it was noted that tourism is now part of the Department of Media, Tourism, Art, Culture, Sports and the Gaeltacht and it is believed that funding may be provided to support the tourism industry.

The Librarian confirmed that enabling work for the project is continuing, including the planning the logistics of moving 750,000 items from the Old Library and the development of an interim research study centre in the Ussher Basement, to enable the Library to provide continued access to these collections during the three year period when the Old Library will be closed. The Commercial Revenue Unit will be leading out on solving the funding gap from the lost income, which includes plans for an interim exhibition and retail. It was noted that this is under review due to the current situation.

The final slide captured the internal and external consultation process, highlighting the dialogue with agencies such as the Heritage Council and the Irish Georgian Society, and internal governance ensuring people are involved and kept up to date.

LIPC: 20/21.05   **New Social Media Guidelines**

The Director of Public Affairs & Communications introduced the New Social Media Guidelines followed by a presentation by the Deputy Head of Communications. It was noted that the current guidelines were written seven years ago. The new Trinity Communications Strategy commits to the development and implementation of new social media

guidelines to create a stronger foundation for social media across the University. The objectives, processes and implementation plan were outlined in a PowerPoint presentation. The guidelines provide information and support for staff to encourage best practice social media activity across the University and aims to protect Trinity's reputation and identity through educating those representing the University on social media. Social Media has become a key communications tool with each account representing the University. The Communications Office now aims to empower staff to use it well and understand their responsibilities, providing administrative guidance and support while strengthening the University's social media presence and clarifying management and ownership. It was noted that a group meet once a week and have been assisting new groups across the University to set up accounts.

The Deputy Head of Communications requested that this committee review and approve the Social Media Guidelines as circulated. Following approval, it will be uploaded to the Trinity Communications website and rolled out across the University.

The Librarian and College Archivist suggested that this could potentially result in a digital gap and asked how accounts were going to be captured and preserved. It was agreed to schedule a meeting to discuss preserving the data.

The Head of the School of Psychology questioned the role of Heads of Schools in this new activity and the specific requirements and responsibility they would be expected to take. Guidance and the criteria to be used for decision making would need to be provided. The Deputy Head of Communications agreed that social media accounts represent the University globally so it is key that a School ensures accounts can be facilitated and resourced appropriately. It was noted that the University owns the account, so it is imperative that accounts are managed in their respective areas with a certain level of expertise and are not left dormant.

The Director of IT Services suggested that the Social Networking and Social Media Policy should be updated to validate the new Social Media Guidelines and include new account sign-off and implementation of a register of accounts. It was noted that the deletion of dormant accounts is specified in the policy. The Deputy Head of Communications noted that the Communications Office would like to manage and curate the policy and has begun to establish a register of current accounts. The Social Media Guidelines are concerned with practical, day to day activities, while the Social Networking and Social Media Policy is an overview.

The Committee approved in principle the new Social Media Guidelines and noted the following actions:

Action 05.01: Director of Public Affairs & Communications to discuss digital preservation with the College Archivist

Action 05.02: Director of Public Affairs & Communications to present New Social Media Guidelines to the Heads of Schools Committee regarding their role

Action 05.03: Social Networking and Social Media Policy to be updated with reference to setting up new accounts and the new Social Media Guidelines.

LIPC: 20/21.06   **Website Cookie Consent**

The Head of Web Design & Development delivered a presentation on Website Cookie Consent. The Data Protection Commission (DPC) issued new guidance in April 2020 on Regulation 5 of the ePrivacy Regulations, the legislation regulating the use of cookies, and issued a six-month deadline to comply. Regulation 5 protects the confidentiality of communications and requires every website owner to obtain permission to store or set cookies on users' browsers. Consent must be freely given and must be specific and informed. The Head of Web Design & Development described the function of cookies and their importance on websites. While cookies remember a user's interactions with a website, they also optimise the performance of a website and help web pages to load faster.

The Data Protection Officer explained the EU ePrivacy Directive (2002/58/EC as amended by 2009/136/EC) and the Irish ePrivacy Regulations implemented by Statutory Instrument No. 336 of 2011 which complements the General Data Protection Regulation. The Data Protection Commission (DPC) found that organisations across a range of sectors were not complying with the legislation, and in particular, not obtaining consent from users for the use of cookies and other tracking technologies on websites. The DPC are committed to enforcing the legislation and will be carrying out inspections, auditing specific websites and issuing fines for non-compliance.

It was noted that the University's Cookie Policy was updated and approved to include further transparency and control by this Committee and Board in June 2020.   The Digital & Web team in IT Services have been working with the Data Protection Officer and a market leader in this area, OneTrust, to meet the 05 October 2020 deadline to comply with Regulation 5, implementing a cookie consent banner to the University's websites, categorising cookies and establishing a cookie register. The Head of Web Design & Development noted the challenges that implementation has faced due to the lack of a web content management system, 500+ web publishers, involvement of third-party web developers, and scanning software errors. 198 cookies have been identified so far and categorised, 28 cookies are unclassified and will be reviewed.

The new cookie consent banner is nearing completion will be launched on the Trinity website this evening in order to meet the 5th October 2020 deadline.

Next steps include rescanning the Trinity website for cookies, implementing the rollout of the cookie consent banner to Trinity websites hosted on other servers along with the review and categorisation of unclassified cookies.

The Head of Web Design & Development confirmed that the new cookie consent banner allows the user to opt in or out of selected types of cookies.

LIPC: 20/21.07   **Approved Changes for Services Supporting Teaching and Learning in Trinity College Dublin**

Dr Geoff Bradley, Head of Academic Services, Innovation & Digital Platforms took as read the memo circulated to this meeting regarding the recently approved changes for services supporting teaching and learning in the University. The background to the proposed changes was briefly outlined, including the importance of embedding inclusive principles and practices in teaching and learning though the use of lecture capture and captioning. Schools had also requested guidance on the appropriate technologies, services, and IT infrastructure that best support online and hybrid modes of delivery. The five detailed recommendations were approved at the Phased Resumption of Activities Group on the 9th September 2020.

It was noted that automated captioning in Panopto is not always completely accurate, and that Schools must confirm that they are aware of the issues. It is possible for Panopto to turn off the function for modules if requested. The College Secretary asked for this point to be reflected in the document for lectures delivered in a language other than English. The Head of Academic Services, Innovation & Digital Platforms noted that DUGTLs in Schools were being contacted with further information about captioning and will be given the opportunity to identify modules that should not have captioning applied before the service is enabled by default.

The Head of Academic Services, Innovation & Digital Platforms noted that the University was not relying on consent as the legal basis for recording lectures. All Schools have been notified of the importance of informing students that lectures are being recorded before they commence recording; a statement written with the assistance of the Data Protection Officer has been circulated to every School. The Academic Secretary questioned if student consent is required, also how student contributions were going to be protected, and how to deal with a student who has a

genuine objection to being recorded. The Data Protection Officer noted that recording lectures is part of the University's teaching and learning practice and that other universities are also following this route. The University's data privacy notice has been updated to reflect changes in practice with hybrid learning. It was acknowledged that some issues still need to be considered and addressed and the Data Protection Officer agreed that this process will need to be reviewed.

The Academic Secretary and Head of the School of Psychology thanked the Head of Academic Services, Innovation & Digital Platforms for all the support to Schools.

Action 07.01: Head of Academic Services, Innovation & Digital Platforms to ask Directors of Teaching & Learning to communicate lecture captioning accuracy issues to Schools

LIPC: 20/21.08   **EU-US Transfer to Personal Data - Update**

The Data Protection Officer presented an update to the EU-US transfer to personal data. Chapter V of the EU General Data Protection Regulation restricts transfer of personal data outside EU countries which are not deemed to provide adequate protection to the data unless an approved transfer mechanism is adopted. Max Schrems took a case against the Irish Data Protection Commissioner relating to Facebook's data transfer to the United States resulting in the EU-US Privacy Shield Framework being declared invalid on the 16th July 2020.

Revised versions of the Standard Contractual Clauses are expected but in the absence of formal guidance the University is taking steps to review transfers of personal data out of the EU and receive assurance from US based partners and service providers. The University, as a data exporter, is now required to ensure that Standard Contractual Clauses are in place with contracted service providers and partner organisations located in the United States, and carry out further due diligence as appropriate on the contractual relationships with these entities.

The Head of the School of Psychology asked how this would impact researchers and the Director of IT Services asked about cloud-based services. The Data Protection Officer confirmed that the Deputy College Solicitor is currently contacting stakeholders in Trinity to review existing data transfer mechanisms and supporting documentation, also engaging with high profile US based service providers, and submitting additional due diligence questions to US based organisations.

LIPC: 20/21.09   **AOB**

No further items

LIPC: 20/21.10   **Date of next meeting**

Monday **30 November 2020 at 14:30** by MS Teams.

SECTION B

Nothing to report