Trinity College Dublin, the University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 15 March 2021 at 14:30 – MS Teams.

Present:	Chair (Dr Daniel Faas), Librarian and College Archivist (Helen Shenton), Acting Director of IT Services (Geoff Bradley), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Head of School (David Hevey), Elected Board Member (Professor Diarmuid R Phelan), Graduate Students' Union President (Gisèle Scanlon), Students' Union Education Officer (Megan O'Connor), Mairead Owens (Dublin City Librarian), Kerrie Power (HEAnet).
Apologies:	Interim Chief Operating Officer (Patrick Magee), Head of School (Henry Rice), Associate Dean of Research (Lorraine Leeson), Academic Secretary (Patricia Callaghan), College Secretary (John Coman).
In attendance:	Information Security Officer (Sara McAneney) for item LIPC: 20/21.29; Deputy Librarian (Jessie Kurtz), Head of Management Services, IT Services (Helen O'Hara), Nicola Boutall (Minute-taker).

SECTION A

LIPC: 20/21.25 **Minutes**

Minutes of the meeting of Monday 25 January 2021 were approved.

LIPC: 20/21.26 **Matters arising from minutes of 25 January 2021**

21.26.01 **Undergraduate Borrowing of Legal Deposit Material update:**

The Librarian reported that Undergraduate Borrowing of UK e-Legal Deposit material is underway. The Task and Finish Group is finalising implementation while taking care to minimise any risk to the collections.

LIPC: 20/21.27   **Coronavirus Update**

IT Services: The Acting Director of IT Services noted that a small number of staff are coming onto campus to complete activities around core projects. He reported that heavy usage of platforms is continuing for teaching and learning, including in the Blackboard Collaborate environment, which has incurred significant extra costs.

The Lecture Capture guidelines have now been completed and approved by COLSAG and the Trinity Living with Covid Oversight Group. It is anticipated that this will lead to an increase of usage of lecture capturing. Lecture Captioning was also approved; any previous concerns raised by Schools have since dissipated as online learning has continued. It was noted that IT Services have published a series of remote working and learning website pages to assist staff and students in working securely off campus.

Large scale usage of Zoom is also continuing, TCD is now the third largest user in the UK & Ireland which can possibly be attributed to alumni.

For the first time ever the Provost's election is going to use eVoting, and IT Services is actively involved in preparing and supporting this process.

The Library: The Librarian reported that additional study spaces have been made available across campus open for 14 hours a day, 7 days a week, allowing for 750 unique readers at any one time throughout the day.   Following public health guidelines, the Library space booking system was updated to allow for 1 hour 45-minute slots to be reserved after which the student/reader must take a 15-minute break outside before moving to another space in a different location. Library services (Click and Collect, Scan on Demand, virtual consultations, An Post book delivery and electronic resources) are continuing during this period while also minimising contact.

The UK Legal Deposit Library Directors (British Library, National Library of Wales, National Library of Scotland, Cambridge University Library, Oxford University Library, Trinity College Dublin) are trying to gain emergency

access to UK e-Legal Deposit material from the publishers. A meeting was held with the Joint Committee on Legal Deposit (JCLD) which comprises publishers and the Legal Deposits Library Directors. The Library Directors submitted a proposal for six months emergency access, supported by the UK Department for Digital, Culture, Media and Sport, also highlighting the number of people who cannot currently access material. The proposal was quite positively received.

It was noted that the Virtual Trinity Library launch was held on the 1st March 2021, with the guest of honour, the President of the Carnegie Corporation of New York, Vartan Gregorian. The Librarian reported that she is aiming to present the business case for the Old Library Redevelopment Project to Board in May 2021.

LIPC: 20/21.28   **2019/20 Annual Report, IT Services**

The Acting Director of IT Services took as read the 2019/20 Annual Report as circulated to this meeting. He noted that the report reflects a year of two halves as everything changed in March 2020. The report outlines how IT Services continues to support existing and develop new services, supporting the business process and activities of the department. New services were introduced as part of the existing workplan with a significant up scale of services, training, and professional support. It describes how IT Services supported the University community as it went online, developing new processes to enable staff and students to work from home including submitting assessments, real time online proctored examinations, and holding online Court of Examiners. Lecture rooms were also supplied with some temporary equipment to support hybrid / hyflex teaching anticipated for Covid level 3 restrictions. The year saw a significant change in cyber security with the roll out of Phase 2 of the Unified Communications Project and the introduction of two factor authentication. IT Services also continues to provide significant support to Estates Capital Projects, and to Digital Trinity Projects. Regarding the financial element in the report, the Acting Director of IT Services

observed that the non-pay budget appears to have recovered to what it was ten years ago however as the department continues to grow with areas such as eLearning join IT Services, and technologies become end of life, the core budget has not been increased to match required expenditure.

The results of the IT Services Satisfaction Survey, run bi-annually, show that satisfaction levels remain high with a high level of service excellence. The academic year 2019/20 saw IT Services celebrate 50 years of service in the University since the founding of the Computer Laboratory in 1969. Although Covid-19 restrictions have put celebrations on hold, an illustrated timeline, including input from Directors' past and present, was published on the IT Services website.

The Deputy Librarian congratulated IT Services on an interesting report particularly regarding the 50-year reflection. The CEO of HEAnet complemented IT Services on an impressive report, noting that the challenges brought by Covid-19 cannot be understated. The Acting Director of IT Services reported that business continuity initiative started in 2013 and approval received for the department to work from home for a day to test systems, just prior to the first closure in March 2020, were both significant in terms of the department's ability to support remote working.

The Chair approved the 2019/20 IT Services Annual Report to progress to Board for noting.

LIPC: 20/21.29   **Security Enhancements to University Email Services**

The Information Security Manager took as read the document circulated to this meeting and asked the Committee to consider the three proposed changes to the University email services. The Information Security Manager explained the proposed change for each item, the benefits to the University and impact on the account holder. All three proposals will result in compliance with best practice IT Security and risk management standards for email services, improve security controls in University

systems protecting sensitive data and ensure GDPR compliance. These changes are being carried out by the Unified Communications Project. The first item, for noting, is to implement email authentication technologies into the staff email system (M365) and the student email system (Gsuite). This will have a positive impact on the delivery of emails, stopping email being flagged as spam by other systems and will stop incoming spam and fraudulent phishing emails. People using third party email services have been contacted and their email has been reconfigured and setup correctly.

The second item, for Committee approval, proposes to remove the option for account holders in the staff email system to auto-forward their email to external third-party email systems. Microsoft has recommended that this feature is turned off by default. If an account is compromised the email can be auto-forwarded unbeknownst to the owner. Under GDPR the University is obliged to protect any received personal data, which is not possible if email is being auto forwarded.

The third item, also for Committee approval, proposes to implement a dormant account policy for staff accounts that have not been actively used for six months since creation, or after 12 months for an existing account. As all account passwords must be updated every six months, any issues or concerns will be captured by the Service Desk.

The Deputy Librarian was worried about dormant accounts while staff are on sick leave but acknowledged that all the proposals make perfect sense, and that contact would be required once a password expired.

The Chair approved the proposals.

LIPC: 20/21.30   **Licensing Charges**

The Acting Director of IT Services took as read the document circulated to this meeting and noted that this is for noting only. He asked the Committee to note that charging models for cloud-based email and productivity tools used by staff, students and alumni are changing, with the potential to give risk to significant addition costs for the University.

These cost increases raise important policy questions that need to be considered to allow the University to respond to these changes and manage costs appropriately. Costs are based on a user consumption model and are set externally. As an example, the University has been using Gmail for students and alumni since 2007. However, Google have recently announced that they will be introducing charging for Gsuite from July 2022. Based on the University's current consumption and Google's proposed charging model, this could result in an annual licensing cost of €540,000. Efforts will be made to reduce costs and delay the onset; however, it was noted that the number of users of Gsuite increase year on year with a fresh intact of first years. Microsoft have also announced changes to the licensing models. Visitors, retirees, and non-personal accounts, that heretofore were covered without additional costs using a staff FTE headcount model, are now subject to licensing costs per account. Although there has been a delay in implementing this new licensing model, an additional €50-100k in licensing costs is expected this year, rising further in subsequent years. IT Services have taken significant steps over the last number of years to reduce the number of non-personal email accounts to avoid licensing costs. The University needs to consider which services should be provided to staff, visitors and retirees, students, and alumni, and who should pay for them.

The Acting Director of IT Services confirmed that Trinity Development and Alumni would be contacted regarding the alumni Gsuite accounts once Google publish further information about their new charging model.

The CEO of HEAnet questioned if any guarantees were given that this would not happen when the original contract was agreed. The Acting Director of IT Services confirmed that alumni can continue to receive a free Google email service but Trinity's use of personal storage in the Gsuite platform, when compared against Googles planned offering for HEI, is 20 times oversubscribed.

The Librarian noted that alumni are a critical cohort and queried which other services are currently offered to them. This is a policy issue in terms of cross charging which is the key element.

The Deputy Librarian noted that there is constant debate around retired members of staff and services provided by the University.

The Chair noted that this item is for information only, but these concerns will come back to LIPC due to broader policy issues.

LIPC: 20/21.31   **AOB**

The Chair thanked Kerrie Power, CEO of HEAnet, for all her contributions to this Committee, and wished her well for all future endeavours.

LIPC: 20/21.32   **Date of next meeting**

Monday 17 May 2021 at 14:30 by MS Teams.

SECTION B

Noted Dr Denis Barry has been appointed as the new Chair of the IT Services User Group meeting