

Trinity College Dublin, the University of Dublin

Library and Information Policy Committee

Minutes of the meeting held on Monday 27 September 2021 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), Academic Secretary (Patricia Callaghan), Interim Chief Operating Officer (Orla Cunningham), Dean of Arts, Humanities and Social Sciences (Gail McElroy), Head of School (David Hevey), Elected Board Member (David Grouse), Mairead Owens (Dublin City Librarian).

Apologies: Head of School (Henry Rice), Dean of Research Representative (Immo Warntjes), Graduate Students' Union President (Gisèle Scanlon), Students' Union Education Officer (Bev Genockey), Ronan Byrne (CEO HEAnet)

In attendance: Quality Officer (Roisin Smith) for item LIPC: 21/22.04; Sub Librarian for Teaching, Research & User Experience (Siobhan Dunne) for item LIPC: 21/22.05 & item LIPC: 21/22.06; Deputy Librarian (Jessie Kurtz); Head of Management Services, IT Services (Helen O'Hara); Nicola Boutall (Minute-taker).

SECTION A

LIPC: 21/22.01 Minutes

Minutes of the meeting of Monday 17 May 2021 were approved.

LIPC: 21/22.02 Matters arising from minutes of 17 May 2021

21.02.01 Borrowing of UK Legal Deposit Materials update:

The Librarian reported that work on implementing the risk mitigations is ongoing; no policy implications have been identified so far.

LIPC: 21/22.03 Coronavirus Update

The Library: The Librarian reported that all libraries are now open including evenings and Saturdays. Two metre social distancing and the Library space booking system are both still in place, although current restrictions now allow for consecutive reservation slots. The contemporary libraries are full at one fifth capacity. Library staff are preparing to implement the Provost’s ‘return to campus plan’, also planning for scenarios of one metre and zero social distancing and are working through practical space and system issues. Junior Fresh students have arrived onto campus and the library is currently busy fielding many enquiries.

IT Services: The Director of IT Services reported that in May 2021 the HSE were on campus with a contact tracing centre, now IT Services are assisting the HSE set up a vaccination centre on site. They will return in four weeks for the second vaccine roll-out. COLSAG has identified 77 further rooms that required an audio-visual upgrade and IT Services have been busy assisting with the purchasing and installation of these rooms which are in addition to the 75 rooms already under the responsibility of IT Services. Upgrades are also planned for the large lecture theatres in TBSI and converting the Public Theatre into a lecture space, all to maximise face to face teaching on campus. He noted that the global supply issue has been a challenge. The IT Services Service Desk reopened last month for appointment only visits for queries that cannot be resolved remotely. While there has not been a day when all appointment slots are taken, remote services (telephone, email, webchat) are up by 35% compared to this time last year, possibly reflecting many staff and students returning to campus for the first time in eighteen months. The increase in staff and students is also reflected in the increased number of

essential upgrades to Microsoft, Blackboard, Panopto and now Google environments, resulting in a rise of costs for 2021/2022. IT Services are now seeing approximately 21,000 users in Blackboard, with over two and a quarter million views and downloads of material from Panopto, with over 28,000 new items added. Over 132,000 meetings were run through the Zoom Education account and 233,000 meetings run through Microsoft Teams, equating to almost 1,500 meetings a day across the two platforms.

The Director of IT Services hopes that by the next meeting the focus in IT Services will be on delivering beneficial changes for the future and not just responding to the challenges of the pandemic.

LIPC: 21/22.04 Institutional Self-Evaluation Report

The Academic Secretary presented the Institutional Self-Evaluation Report (ISER) as circulated to this meeting, noting that the Institutional Review will be taking place during the week of the 7th March 2022. It is currently going through the consultation process and will hopefully go to Council on the 20th October 2021 and then onto Board before going to Quality & Qualifications Ireland (QQI) in December 2021. The review was deferred to accommodate an onsite visit and to allow time for the new administration to be established. The purpose of the review is to evaluate the effectiveness of our internal quality assurance procedures for education, training, and research services, and to comply with the Qualifications and Quality Assurance (Education and Training) Act 2012. It was noted that the Chair of the Review Panel, selected by QQI, will be Professor Elmer Sterken (University of Groningen), and the Irish representative is Professor Kersten Mey (President University of Limerick). The ISER document should demonstrate evidence of effectiveness and implementation of quality assurance procedures. It should be critically reflective, identify areas of improvement, and show compliance with policies and strategies and relevant legislation. The report is supplemented by case studies and a survey.

The Academic Secretary asked the Committee to review the ISER and consider the questions as circulated. She thanked the Director of IT Services and Librarian for their input.

The Director of IT Services agreed to submit examples to explain his query and will discuss further with the Academic Secretary.

LIPC: 21/22.05 Library Life Pulse Survey 2021: Summary of Findings and Next Steps

The Sub Librarian for Teaching, Research & User Experience summarised the findings from the Library Life Pulse Survey 2021 and outlined the next steps. This is a biennial survey of students and staff, and was carried out between the 7th and 27th April 2021 administered by Alterline Ltd. Six core Library metrics were used, and 1,189 responses were received. The conclusions will inform the Postgraduate Education Strategic Review and feed into the Institutional Quality Review. The findings were summarised, noting that while satisfaction with the Library has declined slightly which is likely due to Covid-19 restrictions, the Library has played a critical role in supporting readers' wellbeing during the Covid-19 pandemic. The suggested top opportunities to improve satisfaction included availability of study space, and better advertising of online support and skills training. The next steps will include a campaign to communicate findings and responses and to run focus groups with post graduate students.

The Sub Librarian for Teaching, Research & User Experience noted that a lot of effort has gone into providing online resources and navigating the Library. Mairead Owens questioned the influence of this small response and the Deputy Librarian noted that the survey had been deferred due to several surveys being run at the same time and that prize incentives had been used to encourage responses. She welcomed suggestions from the Committee for ideas to increase engagement.

LIPC: 21/22.06 Unsustainability of e-Textbooks

The Sub Librarian (Teaching, Research and User Experience) presented a document on the Unsustainability of eBooks: A TCD Perspective as circulated. She thanked her colleagues, Arlene Healy and Christoph Schmidt-Supprian for their contribution to this presentation. The academic publishing practices that are making ebooks unsustainable, unaffordable, and inaccessible to the Trinity community were outlined. Guidance was requested from the Committee on how the Library could raise awareness and consider the best mechanism to mobilise the community to consider alternatives to financially unsustainable e-books, particularly in the current challenging budgetary environment. The Library pays an institutional licence fee to publishers for each ebook which provides access to the whole community. Some ebooks are purchased in perpetuity whereas others are licenced for one year only. Although this is not a new problem, Covid restrictions have highlighted the need for ebooks, and it was noted that publishers did provide a few months of free access at the start of the pandemic. Examples were included comparing ebook licence costs to those of individual print copies. FTE figures are provided to publishers for annually subscribed titles however transparency on the charging model has not been forthcoming. Several campaigns are investigating the academic ebook industry, for example, the ebook SOS campaign in the UK. The IUA and Libraries Association of Ireland are working on a similar campaign, highlighting the issues with the Competition and Consumers Protection Commission, and some progress has been made. Similar campaigns are being run in America. Libraries are asking authors to question their publishers regarding ebook access rights, and are looking at options to deliver controlled digital lending, and alternative publishing routes, with Open Access, academic led not for profit presses, and adapting or creating open education resources for classroom use.

Mairead Owens confirmed that public libraries are facing the same issues and find they cannot meet lending expectations. They continue to lobby the Consumer Protection Commission and talk to the Minister of Finance.

This is a critical time for libraries who are concerned about the impact of digital poverty on some readers. The Dean of Arts, Humanities and Social Sciences noted that this has not been a typical year. The Sub Librarian noted that the Library prioritises spending on core texts but cannot guarantee that adequate budget will be available to support the purchase of required ebooks for the next academic year. Head of School David Hevey questioned if Schools should be moving away from textbooks and look to academic journals instead? It was agreed that this was a more dynamic model, but suitability would vary from discipline to discipline. The College Secretary suggested that this campaign should be led at sectoral and international level, involving student unions, the IUA, LERU, and research funders. The Librarian agreed with the College Secretary and asked for the Committee's support to proceed to presenting this item to the Research Committee.

The Chair approved the campaign and gave full backing to proceed.

LIPC: 21/22.07 Cyber Security update

The Director of IT Services presented an update on Cyber Security as circulated. It was noted that this presentation was made to the Audit and Risk Committees following the HSE attack in May 2021 and outlines the work IT Services are currently undertaking and proposing to continue, which may require policy updates in the year ahead. The presentation described the who, what and why of cyber risks, reminding the community that Universities are one of the most targeted sectors. The cyber-attack on the Technical University of Berlin was detailed, describing the impact and process of recovery from a single exploited exposure, highlighting the lengthy recovery period. The University must continue to work hard to prevent cyber-attacks and the Director of IT Services noted the changes to mitigate risks that have already been approved. Further changes will come to this Committee in the academic year ahead including new standards of protection, and updates to IT Security and Data Protection policies as recommended by audits and reviews of IT and

Cyber Security for the University. Educating the University community is continuing with regular communications and seminars. IT Services has been taking action to detect and resolve as many cyber vulnerabilities as possible, including asking third parties to scan the University network externally for any potential gaps and continuing to encrypt devices and improve email security. IT Services is also continuing the UC / Cyber Security project.

The next steps include a request for further support to enhance the security approach by procuring tools and services to actively monitor the network 24 hours a day, 7 days a week, and limiting the control of individual devices that connect to College networks, which is essential for sustaining a hybrid working model.

In response to questions, the Director of IT Services confirmed that resources will need to be increased together with partnering with professional services to support enhanced security of the College networks. It was noted that the work carried out by the UC / Cyber Security project has resulted in less incidents among the staff community. Regarding individual devices, Head of School David Hevey requested that Schools are given a good timeline to prepare. The Director of IT Services confirmed that a number of steps have been established but that this is expected to be fully implemented by Summer 2022 and that a communications plan will be included.

It was noted that simplifying the operating model to keep it manageable, will take a couple of generations, and particularly as the University moves to the hybrid world for working and learning, it is likely to become more complex before it becomes simpler.

LIPC: 21/22.08 AOB

There were no further items.

LIPC: 21/22.09 Date of next meeting

Monday 22 November 2021 at 14:30 by MS Teams.

SECTION B

IT Services User Group meeting minutes noted