SUNY Libraries Consortium Shared Library Services
Platform: Data Sharing Framework

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Overview and Benefits of Sharing

SUNY has a long history of working together for the good of the system. SUNY Libraries, in their new venture with a shared Library Services Platform (LSP), have the opportunity to move all academic libraries in New York to a new level of collaboration.

One goal of the shared LSP is to decrease duplicative effort and increase efficiencies for shared work and shared resources. Libraries will be able to collaborate with other SUNY institutions and build better resource management plans to make scarce resources go further.

Data-informed decision making will become common practice in the SUNY Libraries Consortium, and will inform how we manage our collections, purchase materials, provide access, develop services, and strategically plan for the future.

A common reporting environment for all libraries in the new Shared LSP will facilitate time savings and ensure uniform reporting. Shared reporting allows for one report to be built for all libraries within the SUNY system to use without requiring advanced skills at all campuses. This makes required reports easy to create and share within this new shared LSP environment.

A specific example of how sharing data could benefit all institutions in the SLC is collaborative purchasing and management of resources, which can provide insights into what is already being purchased and identify potential benefits to centralized or group negotiation and management. The Library Consortium will be able to leverage the power of ALL SUNY libraries to best utilize limited funds and expand access across SUNY.

Access to Consortial Analytics for vetted support staff should be provided when access is needed to perform essential work. This access shall be subject to an agreement that addresses access to and use/disclosure of Member’s Confidential Data. The SLC should ensure that data is anonymized whenever possible, and that personally identifiable information is anonymized in the shared analytics environment (Network Zone analytics).

There will be data sharing that occurs as part of completing patron-focused business transactions, such as circulation of materials and cross-institution walk-in circulation/fulfillment or resource sharing. In general, these transactions are not covered in the scope of this
framework, and individuals who are involved in providing services to patrons across institutions are not required to have data sharing memorandums of understanding, but should protect the privacy of all SLC patrons.

**Best Practices**

Use and sharing of data in the SUNY Libraries Consortium Shared LSP should follow applicable state and federal laws, apply industry standards, and ensure that professional ethics, privacy, and confidentiality of information is considered.

New York state law requires that:

Library records, which contain names or other personally identifying details regarding the users of... college and university libraries and library systems of this state... shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute. ([New York Consolidated Laws: Civil Practice Law and Rules, Article 45, Section 4509](http://www.nyslrc.state.ny.us/Statutes/index.cfm?db=cl&fl=45&cl=4509)).

In accordance with NYS law and with ALA’s Code of Ethics, the SUNY Libraries Consortium has turned on anonymization of personal data in Alma Analytics. As a result of this anonymization, Alma Analytics for the Network Zone will leave blank the data fields for users’ names, birthdates, addresses, etc. ([See the full list of anonymized fields from Ex Libris](http://www.exlibrisgroup.com/)). The information in those fields will continue to exist in each individual library’s Institution Zone according to the institution’s anonymization settings, but Alma Analytics at the Network Zone level will not access it.

The [NISO Consensus Principles on Users’ Digital Privacy in Library, Publisher, and Software-Provider Systems](https://www.niso.org/standards/principles) states that “Anyone with access to library data and activity should accept responsibility for safeguarding user privacy and data security” (NISO, “Shared Privacy Responsibilities,” para. 1). To that end, individuals granted access to SUNY’s Network Zone for Alma Analytics should keep these principles in mind:

- **Security:**
  - Any staff or librarian with access to SLC data must sign a data use Library Services Platform Data Access Agreement. In addition, his or her director must also sign the data use agreement to ensure that there is local oversight and understanding of the importance of data security.
  - Librarians with access to Alma Analytics in the SUNY Network Zone should use a strong password to protect their access to Alma Analytics. These librarians should change their password if there is a reason to suspect others have gained access to it.
● Privacy
  ○ Librarians should review reports to ensure there is no personally identifiable
  information in them before sharing the reports with anyone. There may be rare
  occasions when it is possible to re-identify patrons despite anonymization being
  turned on in Alma Analytics. Do not share or save such information.

● Respect for Other Libraries’ Data and Information
  ○ Use other libraries’ data only when it is necessary to support the work of your
    library or is relevant to an SLC sponsored initiative. Individual campus names
    should be connected to data only when relevant to the analysis. Contact other
    libraries for their approval before you share any of their data outside of your
    library or beyond the context of SLC operations.

Process for Accessing Data and Analytics

Any staff or librarian who is granted access to SLC-wide data through the Network Zone or
institutional account access must sign a Library Services Platform Data Access Agreement. In
addition to signing an agreement, the staff or librarian should attend or complete training on
Network Zone Analytics.

One librarian or staff per SUNY campus may have access to Network Zone analytics to use for
benchmarking and other analysis of consortial activities. Access to Network Zone data and
analytics functionality is dependent upon agreeing to and signing a Library Services Platform
Data Access Agreement.

Beyond a single designated librarian or staff, campuses may request additional logins for
Network Zone analytics. Request for Network Zone analytics should be submitted to the SLC
Executive Director, with each individual gaining access to data required to sign a Library
Services Platform Data Access Agreement.

In addition, groups or individuals who are working on SLC initiatives, either through SLC
working groups or task forces, or other groups may request access to Network Zone analytics
by submitting the request to the Library Services Platform Task Force.

Individuals who do not wish to gain direct access to data, but would like reports created by SLC
staff for use in SLC related activities should submit requests to the SLC Support
System/Support Portal, and should provide rationale and a defined need for the data.

Data requests for reports, additional logins for campus individuals, or requests for access for
individuals working on SLC initiatives should include, at a minimum:
  ● An explanation of the analysis that the campus or individual intends to carry out,
  ● What type of data is needed to carry out the analysis,
  ● The intended audience for presentation of the analysis from the data,
If the data will be exported out of Alma Analytics for further analysis, an explanation of where the data will be housed, and a data management plan should be provided.

Length of time that access to NZ analytics is needed.

An annual review of SLC staff who have NZ analytics access will occur, at which point staff who are not working directly with the shared LSP will be reviewed to ensure they are currently working on initiatives that require access to NZ data.

Roles and Positions Who Should Have Access to Network Zone Analytics

Any staff or librarian who is granted access to SLC-wide data through the Network Zone or institutional account access must sign a Library Services Platform Data Access Agreement.

- All SUNY Libraries Consortium (SLC) staff who work in the shared library services platform or are currently working on consortial initiatives should have access to Network Zone Analytics.
- All SLC Working Group chairs will have access to Network Zone analytics.
- All SLC Analytics Working Group members will have Network Zone analytics access.
- All members of the Commercial Products Committee should have Network Zone analytics access.