SILS Data Privacy Task Force Charge

Introduction and Purpose

The transition by the UC Libraries (the ten campuses, RLFs, and CDL) to a shared SILS environment will offer new opportunities for data analytics to support decision-making in individual libraries and across the UC system. We believe these opportunities for insight should be encouraged in ways that lead to a continuous enhancement of services, efficient operations, a greater understanding of our patrons, and compliance with relevant laws and broader UC Policies.

Concurrently, the privacy of library patrons and others need to be considered alongside the development of such analytics, to safeguard against misuse and unintended consequences. A consistent set of expectations about responsible and appropriate use of such data is needed for SILS, in conjunction with information security and other compliance obligations. These expectations will underpin uniform policies and procedures and systemwide governance of local campus data for SILS.

Some campuses, and possibly individual libraries within a campus, have:
- a privacy policy related to patron data and circulation data;
- an agreement between the institution and individual staff regarding handling of patron data and circulation data;
- privacy policies and public statements that describe how individual data will be managed, utilized, and secured; and
- agreements with various eResource and physical material vendors that may prevent staff at that library from sharing the agreement terms and conditions with others.

Overarching policy for SILS is needed in these areas:
- expectations for privacy of patron, circulation, and resource utilization data across campuses
- processes by which new analytics opportunities can be proposed and reviewed, including for alignment with privacy expectations

Charge and Deliverables

Describe the current landscape of policies and practices. Identify those issues that are already addressed by existing policies and practices, or contractually via the agreement with the vendor (Ex Libris).

Make recommendations for:
- initial operating principles that will guide SILS in enabling the UC Libraries to leverage opportunities for data analytics to support decision-making while meeting statutory and regulatory obligations in a manner respectful of individual privacy;
- governance (to be shared with Shared Governance task force), including scope and authority, and necessary surrounding processes, including transparent mechanisms to review new data analytics requests, resolve conflicts, align policy and practice across SILS, and respond to the changing privacy landscape; and
- specific actions or practices needed to implement this framework as policy and communicate it to the UC community.

Reporting Line

The Data Privacy Task Force will report to the SILS Working Group.

Timeline and Time Commitment

The Data Privacy Task Force is charged for phase 4 work only. The group will commence work in January 2021 and will conclude by July 2021.

The subgroup will meet regularly and members are expected to complete work for the project outside of meeting time. The estimated time commitment per member is generally anticipated to be up to 2 hours per week.

Roster

- Salwa Ismail, UC Berkeley, Chair
- Peter Brantley, UC Davis
- Todd Grappone, UC Los Angeles
- Chris Shaffer, UC San Francisco
- Kent Wada, UC Los Angeles