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## The SeamlessAccess Audit Toolkit: A Framework for Librarians to Audit Resource Access

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# Access Audit Toolkit

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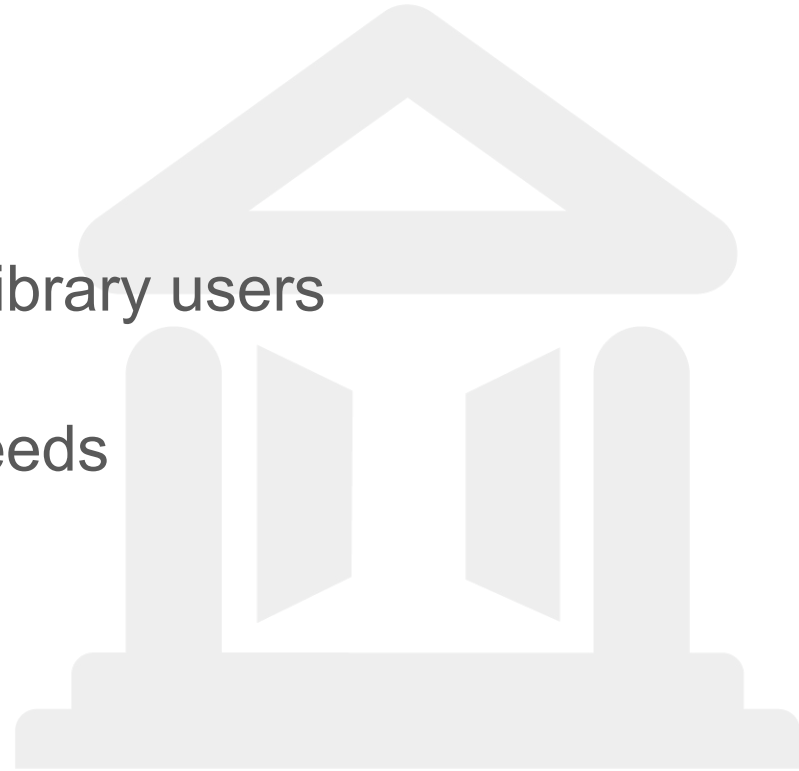
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# Why access matters

- User Expectations
- Poor access experience deters library users
- Increased e-resource support needs



# The challenge with staying on top of access

- Technology

- Regulatory  
Environment

- Scale

# Introducing the Access Audit Toolkit

- **Framework** for assessing the quality of your access experience
- **Recommendations** on best practices, industry standards, etc
- **Communications tool** to improve knowledge and awareness
- **Business case** for investment to improve the access experience

# Usability



# Usability #1: Is it obvious HOW to get access?

1. Is the primary access option clearly distinguished from other
2. Do options clearly communicate intent e.g. purchase
3. Are there a maximum of 3 alternative options

# Usability #2: Can I easily select my institutional affiliation?

1. Does the list show all institutions, do not hide institutions.
2. Does the list indicate if an institution may not provide access?
3. Can I quickly filter the complete institutional list?
4. Does it allow for remembering my selected institution?



# Usability #3: Is access accessible for all users?

1. Can users navigate the access interface using their keyboard?
2. Is there appropriate contrast?
3. Can content be easily magnified?
4. Is it screen-reader friendly, including institutional selection?
5. Does it support non-English languages?

# Usability Resources

- Clarity of access entry point
- Institution Selection
- Accessibility

## Example (Bad)

A fictitious publisher, which shows discovery options.

## Example (Good)

A fictitious publisher, which places access options in the article body.

Intuitively, one would expect to see a clear entry point for access options, such as a button or link, that is clearly visible and accessible. However, the current design does not provide a clear entry point for access options, which is a usability issue.

### Introduction

With the increasing size of data in the research enterprise, there is increasing interest in getting and exposing the links between publications and the underlying data (1, 2, 3).

Links between research data and literature are considered desirable since they increase the visibility, discovery, and relevance of both the data and the literature (4). An ideal scholarly communications system has been proposed where a reader of a journal article would be able to follow a link to the data that supports the findings of the article. Conversely, users of a database would use such links to find previous research literature based on that dataset (1, 2). The comprehensive global propagation of such links across the research enterprise through the scholarly communications system (i.e., throughout publishers of data and literature) is an aspiration since it would significantly and the scientific method by improving discovery of and access to related knowledge and empowering other nations.

### Institutional access

Get access to the full text by authenticating with your institution (i.e., OpenAthens, Shibboleth)

[Access through your institution](#)

Other log-in options	Purchase options
<a href="#">Log in via Auth0</a>	<a href="#">Purchase article (PDF)</a> £120
<a href="#">Access code</a>	<a href="#">Purchase journal issue (PDF)</a> £120
<a href="#">Add member access</a>	<a href="#">Read article</a> 20 days access

If you have any problems gaining access, contact our support desk.



### Article Metrics

56

Citations

20,123

Views

Want to learn more about Literature Interlink?

Public publishing provides open access to research data and literature, making publications more discoverable and accessible.

[Request access](#)

### Keywords

DLI

Scholar

OpenAthens

Shibboleth

Interoperability

- [✓] All access options are colocated.
- [✓] Primary access option is clearly visible
- [✓] Secondary and tertiary access options are clearly delineated.
- [✓] Login options are grouped together.
- [✓] Additional help options are provided (e.g. contact Library).

# Privacy



# Privacy

## Principles

- All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. (ALA Library Bill of Rights)
- It is the responsibility of the library to understand how patron data is collected, used, shared, and stored.

## Questions

1. Who controls the data being collected? The library, the vendor, a middle-man?
2. Who could theoretically capture and store the data unintentionally?
3. What data is necessary for information seeking, and what is optional?

# Privacy #1: What patron data is shared automatically without patron knowledge?

- Example questions:
  - Is patron data transferred to vendors without patron approval?
  - What specific pieces of data are shared, and how much of it is personally identifiable information?
  - How is any shared data stored?
  - Is any data shared with third parties?
  - Are patron credentials stored securely if used?

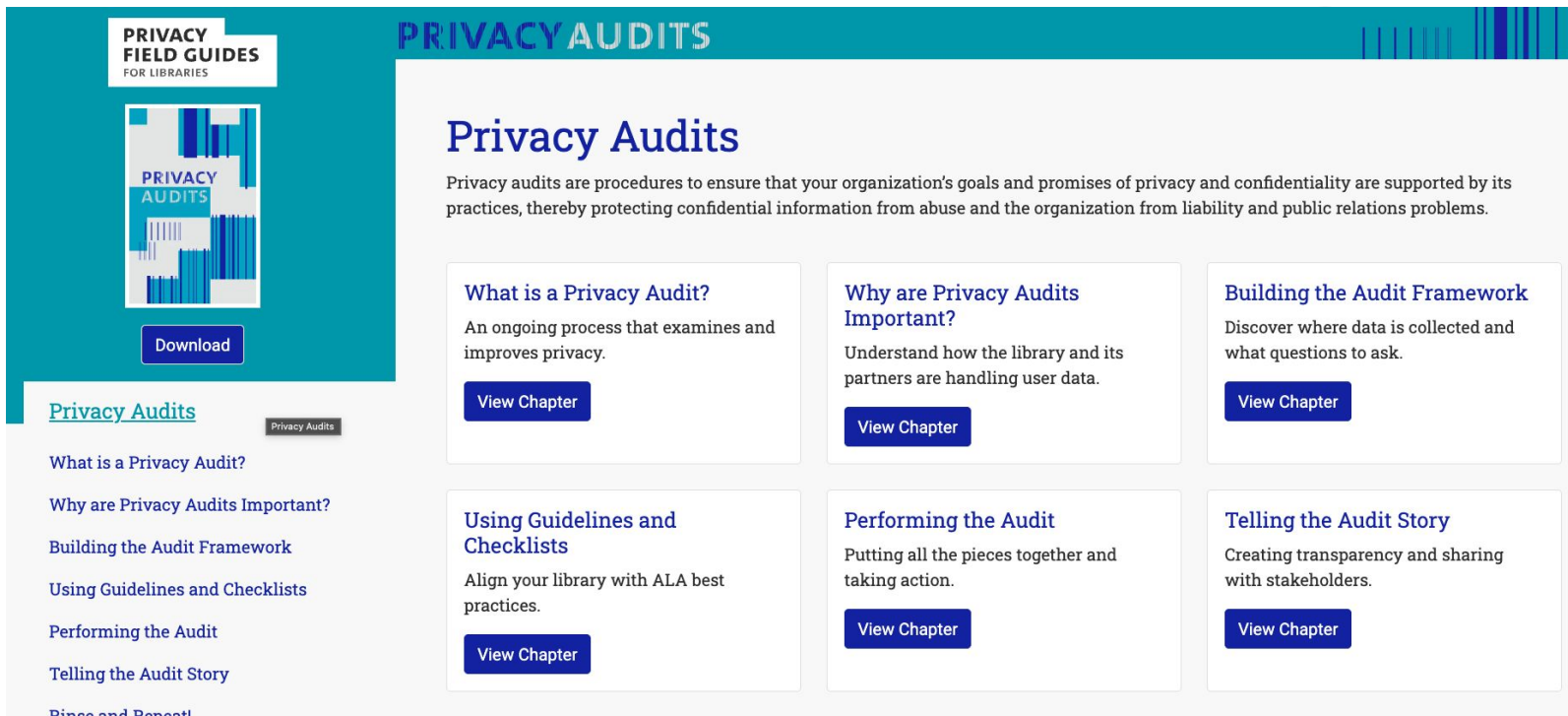
# Privacy #2: What data is shared with vendors with patron permission?

- Example questions:
  - How do patrons authenticate with vendors?
  - Are patrons required to share personal information in order to access services?
  - Do vendors provide reading lists or other saving of reading habits?
  - How is permission gained to store patron information?
  - Can patrons delete their data if they so desire?

# Privacy #3: What data is collected internally by library or library IT regarding patrons?

- Example questions:
  - What are all of the systems in use that could collect patron data? ILS, Proxy server, SSO, LMS...
  - Is anonymous or pseudonymous access supported in any way?
  - Is patron consent required before data is collected?
  - Are patron credentials stored securely if collected?
  - How is any data that is collected used? In aggregate, and if so how?

# Privacy Audit Resources



**PRIVACY FIELD GUIDES FOR LIBRARIES**

**PRIVACY AUDITS**

[Download](#)

## Privacy Audits

Privacy audits are procedures to ensure that your organization's goals and promises of privacy and confidentiality are supported by its practices, thereby protecting confidential information from abuse and the organization from liability and public relations problems.

- What is a Privacy Audit?**  
An ongoing process that examines and improves privacy.  
[View Chapter](#)
- Why are Privacy Audits Important?**  
Understand how the library and its partners are handling user data.  
[View Chapter](#)
- Building the Audit Framework**  
Discover where data is collected and what questions to ask.  
[View Chapter](#)
- Using Guidelines and Checklists**  
Align your library with ALA best practices.  
[View Chapter](#)
- Performing the Audit**  
Putting all the pieces together and taking action.  
[View Chapter](#)
- Telling the Audit Story**  
Creating transparency and sharing with stakeholders.  
[View Chapter](#)



# Privacy Audit Resources



 Library Freedom Project / Vendor Privacy Audit

YOUR LIBRARY'S NAME

VENDOR

TODAY'S DATE

PRODUCT/DATABASE/TOOL

See the attached Infosheet for instructions on interpreting the questions below. Mark the applicable column for yes, otherwise leave blank.	 GOOD	 RISKY
Does the vendor have a privacy policy or Terms of Service with a privacy statement that is clear and easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>
Does the vendor track users?	<input type="checkbox"/>	<input type="checkbox"/>
Does the vendor share patron data with 3rd parties?	<input type="checkbox"/>	<input type="checkbox"/>
If the vendor collects patron data, do they collect only what is necessary to provide their specific service?	<input type="checkbox"/>	<input type="checkbox"/>

# Privacy Audit Resources

Privacy Field Guides for Libraries

<https://libraryprivacyguides.org>

Library Freedom Project Vendor Privacy Scorecard and Audit

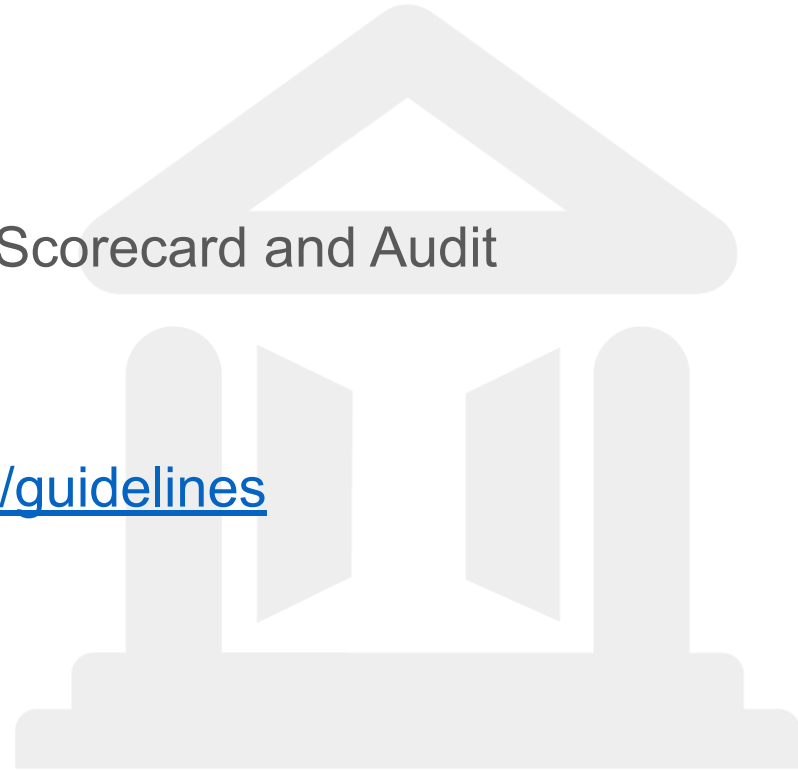
<https://libraryfreedom.org/resources/>

ALA Privacy Guidelines

<https://www.ala.org/advocacy/privacy/guidelines>

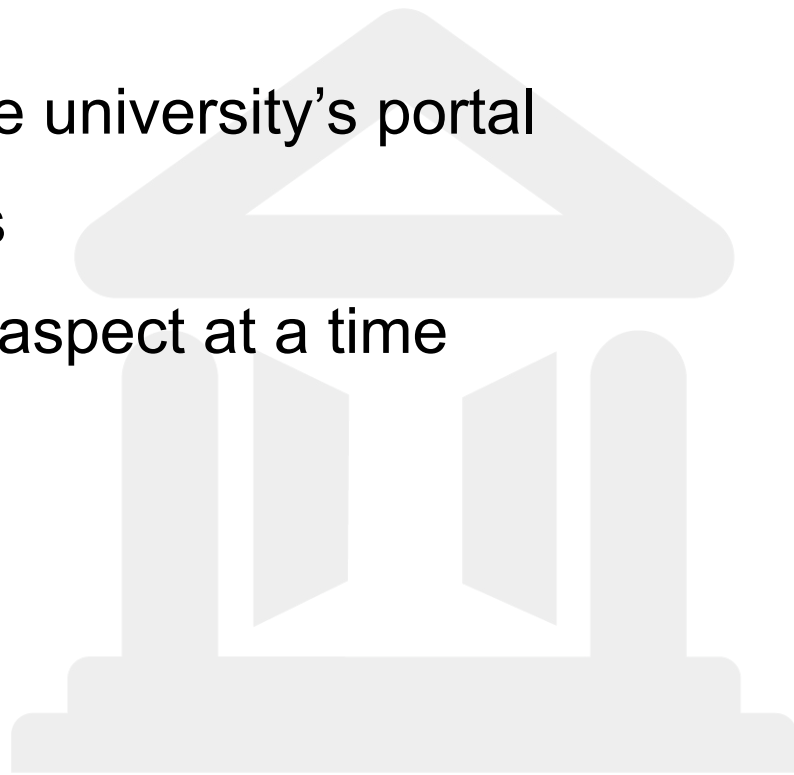
Prioritizing Privacy

<https://prioritizingprivacy.org/>



# Using the toolkit

- Start research outside of the university's portal
- Emulate off-campus access
- One vendor at a time / one aspect at a time



# Usability

## Authentication

- Very inconsistent access interfaces w/o SeamlessAccess
- “Pay” prominence
- Consistent interfaces when using SeamlessAccess

## Affiliation

- Widely varying institutional lookups
- Full of jargon
- Consistent institutional discovery with SeamlessAccess enabled

# Privacy

## General

- We're blind to most privacy-preserving practices
- Privacy policies vs. terms of use

## Authentication

- Privacy vs. personalization
- Consent fatigue

# Closing

- Valuable
- Doable

- Challenges
- Worthwhile

- Helpful resources