

2019

I Spy: Patron Privacy Issues at Your Library

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VCU Libraries

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I Spy: Patron Privacy Issues at Your Library



M. Teresa Doherty, MLIS *she/hers*
Virginia Commonwealth University Libraries





A headcount

- Who works in a public library?
 - Academic library?
 - School or other library?
- 

Goals for this session

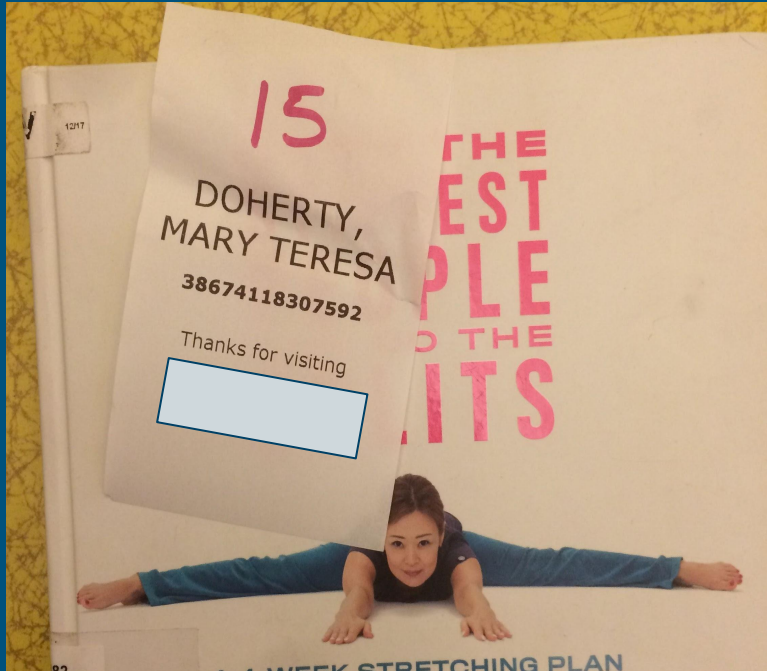
- Identify privacy and intellectual freedom issues in library spaces, circulation systems, social media, and more
- Learn about best practices for Intellectual Freedom issues
- Protect your library with policies and procedures
- Advocate for patron privacy within your institution

Let's play "I spy"

Following slides show a situation that may expose patron information or compromise intellectual freedom ideals.

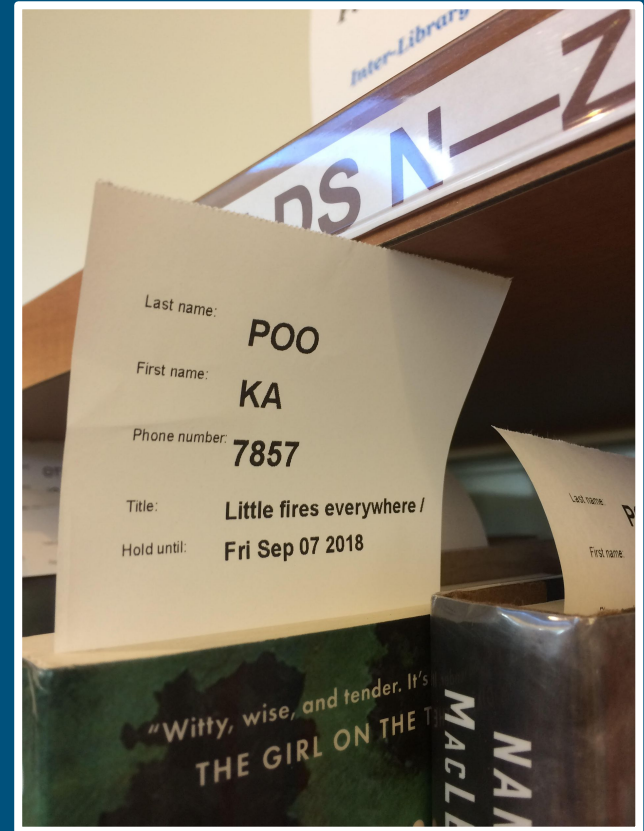
Tell me what you think the issue is, and we'll talk about concerns and offer solutions.

Let's play!



Open holds shelving

- Benefits
 - Faster service for patrons
 - Frees staff to help with other issues
- IF Concerns
 - Others can see what a patron has on hold
 - Library card Identity theft using name and/or library card number from slip

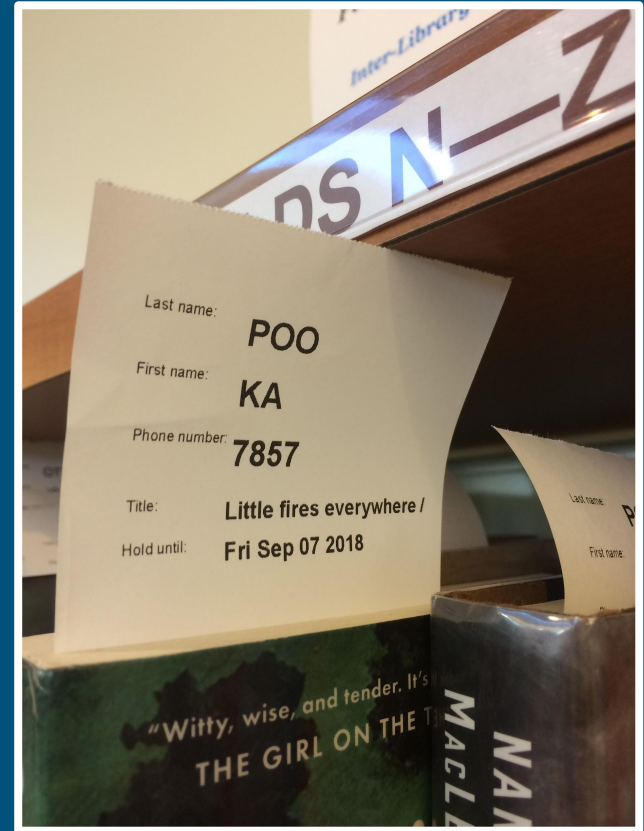


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Problem solving

- Shelve books spine down or wrapped
- Create randomized pickup numbers





Dewey Central Library

Dewey Central Library
17 Feb 2014 04:08 pm

LIBRARY RECEIPT
CHECKOUT

P200
NAME: Summers, Jerry

DCL98654
Due: 03 March 2014 04:06 pm
The burning sky /

Circulation receipts

- Benefits
 - Patrons receive confirmation of borrowed materials and due dates
- IF Concerns
 - Linkage of patron name with materials
 - Library card Identity theft using name and/or library card number from slip

HENRICO COUNTY PUBLIC LIBRARIES

Checked Out Items 7/14/2018 10:05
XXXXXXXXXX5420

<u>Item Title</u>	<u>Due Date</u>
Foundation and earth	8/11/2018

Amount Outstanding: \$0.40

Thank you for supporting your library.
Visit www.henricolibrary.org for 24x7
access.

Circulation receipts

- Benefits
 - Patrons receive confirmation of borrowed materials and due dates
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Problem solving

- Remove identifiable information, or cross it out
- Offer email receipts

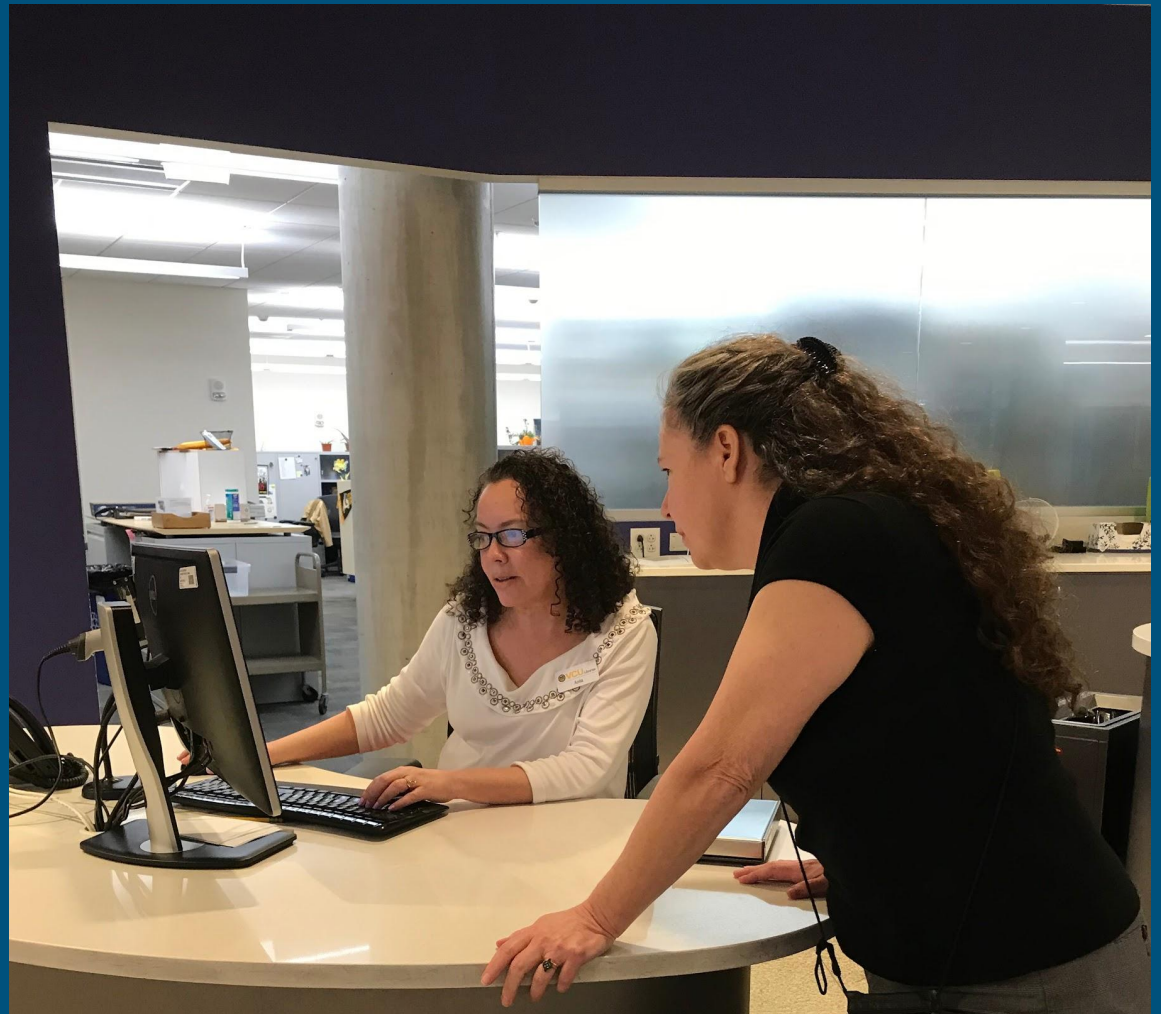
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Helpful library staff

- Benefits
 - Assistance for patrons who lack computer skills
- IF Concerns
 - Identity theft through verbal sharing
 - Puts staff in compromising position



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Problem solving

- Assist patron at a station in a private space or study room
- Ask the patron to write down account credentials rather than sharing aloud

Adult Services WPL [Staff - Waynesboro]

Basic Information | Contact Information | Borrower Fields | Notifications | Relationships

Last Name	First Name	Middle Name	Suffix	Title
<input type="text" value="Smith"/>	<input type="text" value="Jane"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth	Gender	Borrower Type		
<input type="text" value="6/27/1956"/>	<input type="text" value="Female"/>	<input type="text" value="Senior-SPL"/>		
Primary ID	Alternate ID	PIN		
<input type="text" value="29421000360128"/>	<input type="text" value="T6830111"/>	<input type="text" value="****"/>		
Account Standing	Expiration Date	Issuing Location		
<input type="text" value="Active"/>	<input type="text" value="3/20/2019"/>	<input type="text" value="Waynesboro Library"/>		
SMS Cell Phone Number	SMS Cell Phone Carrier			
<input type="text" value="() -"/>	<input type="text" value="None"/>			
Comment for Rebecca Lamb only				

< Previous Tab | Next Tab >

Save and Close | Save Borrower | Delete Borrower | Copy to New Borrower | Cancel



Optional patron data

- Benefits

- Required unique ID fields helps reduce duplicate patron accounts or for debt collection

- IF Concerns

- Who has access to this information?
- Is this information really needed (especially gender)?
- Concerns about identity theft and data breaches

Borrower - Adult Services WPL

Adult Services WPL [Staff - Waynesboro]

Basic Information | Contact Information | Borrower Fields | Notifications | Relationships

Last Name	First Name	Middle Name	Suffix	Title
Smith	Jane			
Date of Birth	Gender	Borrower Type		
6/27/1956	Female	Senior-SPL		
Primary ID	Alternate ID	PIN		
29421000360128	T6830111	****		
Account Standing	Expiration Date	Issuing Location		
Active	3/20/2019	Waynesboro Library		
SMS Cell Phone Number	SMS Cell Phone Carrier			
	None			
Comment				
for Rebecca Lamb only				

Optional patron data

- Benefits

- Required unique ID fields helps reduce duplicate patron accounts or for debt collection

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6/27/1956	Female	Senior-SPL		
Primary ID	Alternate ID	PIN		
29421000360128	T6830111	****		
Account Standing	Expiration Date	Issuing Location		
Active	3/20/2019	Waynesboro Library		
SMS Cell Phone Number	SMS Cell Phone Carrier			
	None			
Comment				
for Rebecca Lamb only				

Problem solving

- Use full name and birth date to identify patrons
- Ask your debt collector what info they really need



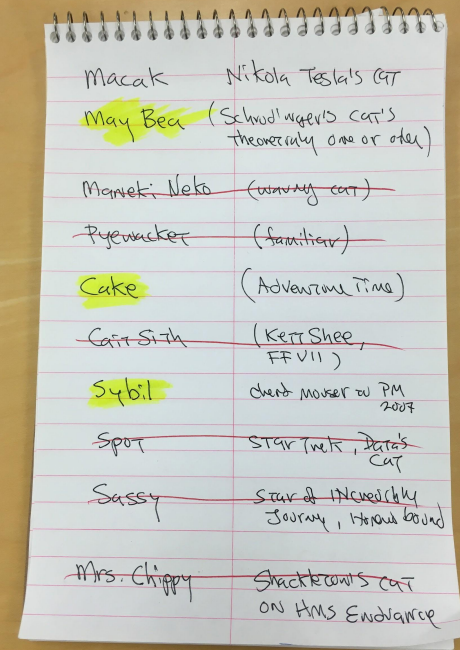
Library Sign-up List Sheet

Timestamp	Your Name	Title of your choice reading book	Author's Name	How did you decide on book?

Macak Nikola Tesla's CAT
 May Bea (Schrodinger's cat's theoretically one or other)
~~Manek; Neko (wavy cat)~~
~~Pyenacker (familiar)~~
 Cake (Adventure Time)
~~Cat Sith (Kerr Sheep, FFVII)~~
 Sybil (check Mover w PM 2007)
~~Spot Star Trek, Data's Cat~~
~~Sassy Star of Incredibly Journey, Horrid Bound~~
~~Mrs. Chippy Shackleton's cat ON HMS Endurance~~

Paper sign-up sheets

- Benefits
 - Convenient and easy
- IF Concerns
 - Patrons information be seen and collected by other patrons
 - Registrants may be children

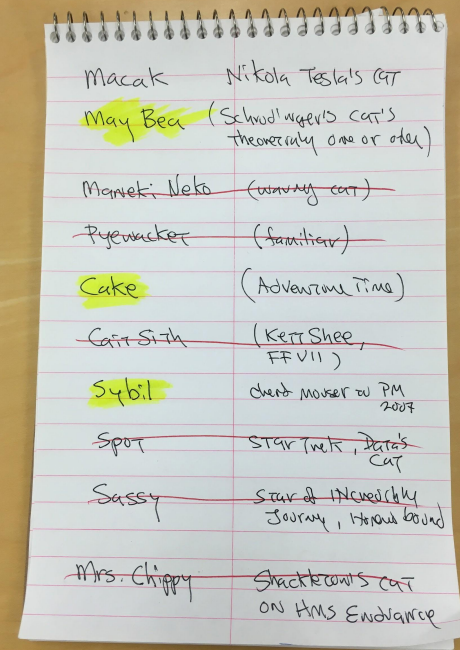


Paper sign-up sheets

- Benefits
 - Convenient and easy
- IF Concerns
 - Patrons information be seen and collected by other patrons
 - Registrants may be children

Problem solving

- Are registrations really needed?
- Staff completes registration for patron
- Use online registration forms instead





Photos & social media

- Benefits
 - Promotes library programming
 - Encourages interest and engagement
- IF Concerns
 - Families worry about child safety
 - Some people don't want their photo taken or published



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- IF Concerns
 - Families worry about child safety
 - Some people don't want their photo taken or published

Problem solving

- Use photo releases or ask before taking photos
- Announcement at start of events or clearly posted
- Policies for removing images from social media if asked





Security cameras

- Benefits

- Helpful when there are incidents such as vandalism, theft or assault

- IF Concerns

- Who has access to recordings?
- Where and for how long are recordings kept?



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Problem solving

- Institutional policies and password protection limit access to recordings
- Warrants always required to release to law enforcement



Recycling

- Benefits
 - Environmentally responsible
 - Easy for patrons
- IF Concerns
 - Patron information might be compromised
 - Who has access to recycling bins?



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Problem solving

- Cross-cut shredder or shredding service
- Lock exterior containers
- Establish shredding policies



“Controversial” displays and materials

- Benefits
 - Inclusive and welcoming for marginalized patrons
 - Educational opportunity about diversity
 - Promotes collection materials and local groups
- IF Concerns
 - What if someone complains or challenges library materials?
 - Self-censorship



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Problem solving

- Create written policies and procedures for challenges
- Consult the ALA Office for Intellectual Freedom
- Train staff and board

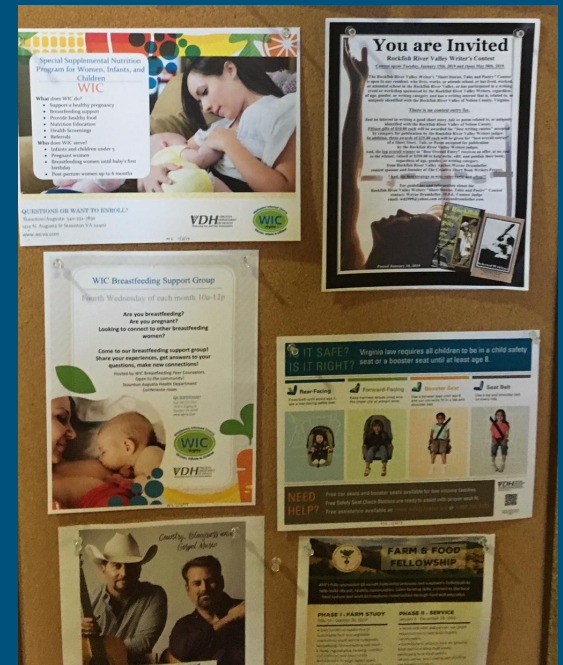


A corkboard displaying various community notices and advertisements. The board is organized into several sections:

- Top Left:** A small table titled "THE CHANGING PAGES" with columns for "Year", "Population", and "Density".
- Top Middle:** A job advertisement for the U.S. Census Bureau, titled "Apply Online Today!". It lists benefits such as "Excellent Pay", "Flexible Hours", "Paid Training", and "Temporary Positions". It includes the website "2020census.gov/jobs" and the phone number "1-855-JOB-2020".
- Top Right:** An advertisement for North Branch School's "OPEN HOUSE" on February 12th, from 9:30-11:30 AM and 5:30-7:30 PM. It mentions that most teachers and parents will be in classrooms.
- Middle Left:** A flyer for the "Special Supplemental Nutrition Program for Women, Infants, and Children" (WIC). It lists services like pregnancy support, breastfeeding support, nutrition education, and health screenings. It also provides contact information for the local WIC office.
- Middle Right:** A flyer titled "You are Invited" for a book club meeting on Wednesday, February 14th at 7:00 PM. The book is "The Girl on the Train" by Lisa Fiedler.
- Bottom Left:** A flyer for the "WIC Breastfeeding Support Group" which meets on the fourth Wednesday of each month from 10-12p. It encourages parents to share experiences and ask questions.
- Bottom Middle:** A flyer titled "IT'S SAFE IS IT RIGHT?" about child safety seats. It states that Virginia law requires all children to be in a child safety seat until age 8. It includes images of different types of car seats and a QR code for more information.
- Bottom Right:** A flyer for the "FARM & FOOD FELLOWSHIP" program, which is divided into two phases: "PHASE 1 - FARM STUDY" and "PHASE 2 - SERVICE".

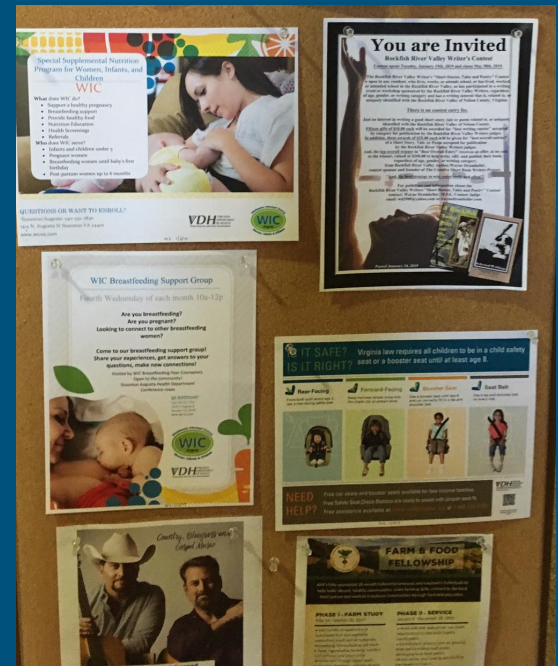
Community bulletin boards

- Benefits
 - Supports local organizations
 - Shares information with patrons
- IF Concerns
 - What type of events can be posted? Free? Educational?
 - Is this open to all? Businesses? What about the KKK?



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Problem solving

- Create and share written policies
- Consult ALA recommendations
- Also consider poster size and length of posting (“time, place and manner” restrictions)

Takeaways

- What will you take from this session back to your own library?
- Is there something you will do differently?
- How will you follow up on what you learned today?



This is Jake.



American Library Association

Office for Intellectual Freedom

<http://www.ala.org/aboutala/offices/oif>



Questions?



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