

# Library Patrons' Privacy: Questions and Answers

With

Brady Lund and Matt Beckstrom

# How We Structured Our Work

- Focus on Evidence-Based Practice
- Practical Cases that Librarians Are Likely to Actually Encounter
  - 1<sup>st</sup> Part: Physical Environment
  - 2<sup>nd</sup> Part: Evolving Challenges
  - 3<sup>rd</sup> Part: Interacting With Digital Technology
- Share Our Opinion, But Allow Readers to Make Their Own Decisions



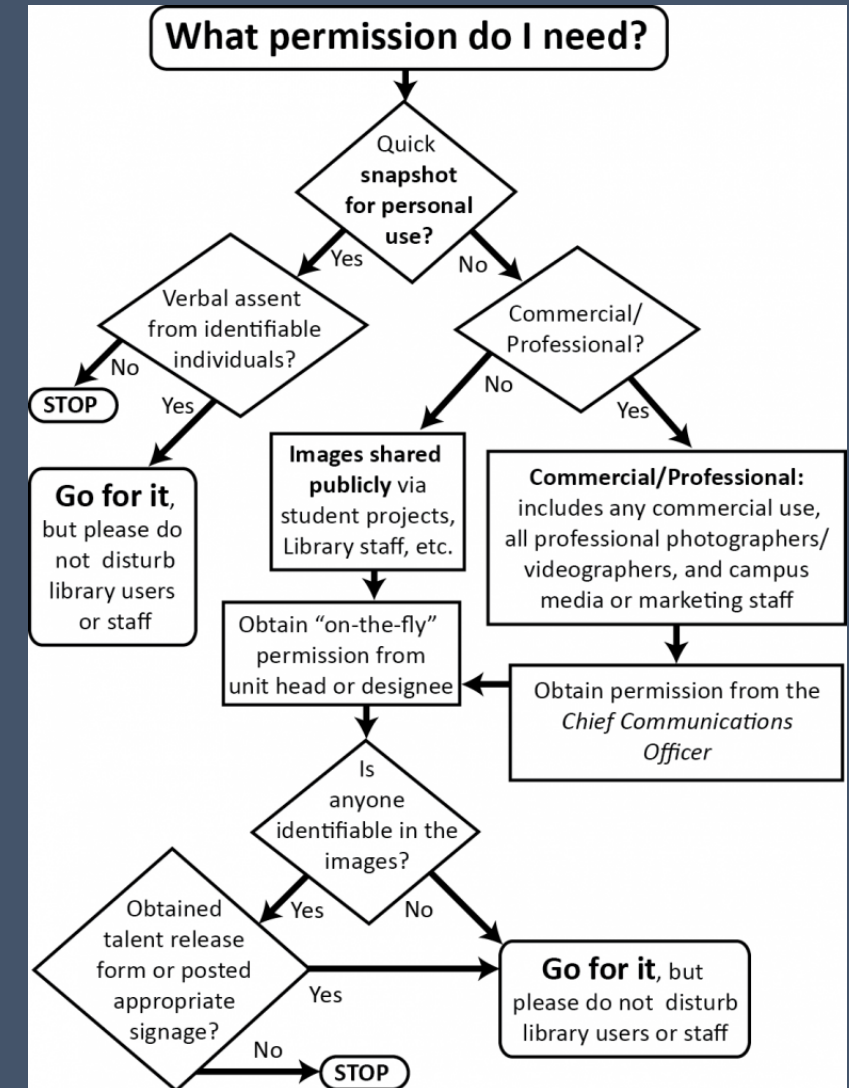
# Unattended Items/Unintended Consequences

- Flashdrive
  - Backpack
  - Purse
- 
- What To Do When These Items Are Left Behind?
  - May Be Inclined to Check Inside
  - Ethically, We Probably Should Not
  - Practically, It Is Probably The Best To Do – With Caution



# Photography

- They are many uses of photography that are perfectly innocuous, but if the photos include identifiable humans, then certain permissions are necessary.
- Some libraries, like the University of Illinois's Library, utilize decision charts to provide guidance on whether permissions are needed.



# Patron Records

- All libraries collect some basic information about their patrons.
- Certain information can be valuable if it reaches the wrong hands.
- Policy should guide who has access to this content.

View Patron Record - p16481318

File Edit View Tools

Insert Print Close

p16481318 Last Updated: 09-17-2019 Created: 10-12-2016 Revisions: 459

Card Expires	07-11-2020	BIRTH DATE	05-15-2000	CUR ITEM B	0
GENDER		HOME LIBR	plv Pleasant Valley	OD PENALTY	0
BIRTH DECADE	8 1990-99	PMES SAGE		ILL REQUES	0
TOWN CODE	69 Pleasant Valley	MBLOCK	-	CUR ITEM C	0
P TYPE	0 -	CL RTRND	2	CUR ITEM D	0
TOT CHKOUT	91	MONEY OWED	\$4.10	ZIP	155 12569
TOT RENWAL	27	BLK UNTIL	- -	CIRCACTIVE	09-17-2019
CUR CHKOUT	1	CUR ITEM A	0	Notice Preference	p PHONE

PATRN NAME Duck, Rosie M.

ADDRESS 1313 Mockingbird Lane

TELEPHONE 845-471-6060

APATID DUCKR515

MESSAGE MHL S Test Patron - do not use

MESSAGE This is a test patron do not use

ENTERED BY MHL STOC

NOTE a friend of Verity O'Connell

NOTE this is a note, not usually visible...

NOTE Fri Jul 12 2019: Merged with .p1704109

P BARCODE 22380100092535

P BARCODE 22380100099589

PIN \*\*\*\*\*

EMAIL ADDR foconnelli@midhudson.org

View-Only Mode

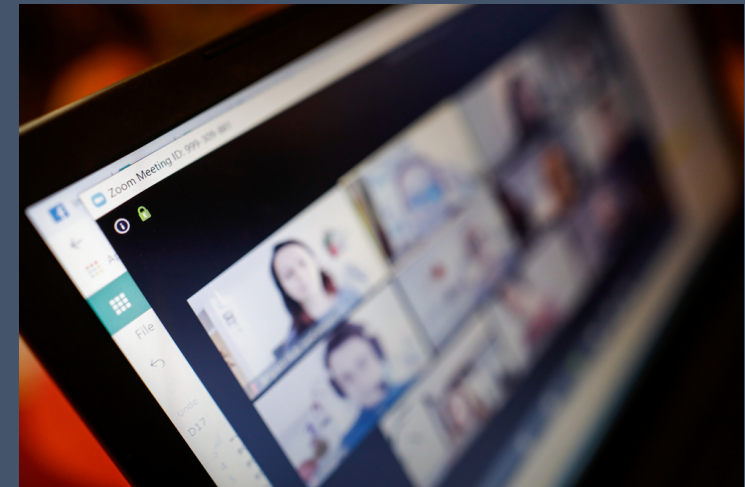
# Calling Police – A Challenging Issue

- Recent events and organizations, like the Black Lives Matter movement, have enhanced the scrutiny of police activities around the library.
- At what point should police be contacted, as opposed to trying to handle the incident in-house?
- Who should be speaking on this issue?



# Privacy in the Virtual Environment

- Virtual environments are particularly high risk for privacy invasions.
- Zoom, university administrative systems, learning management systems
- Why two-factor authentication is important.
- Phishing





# Web Tracking

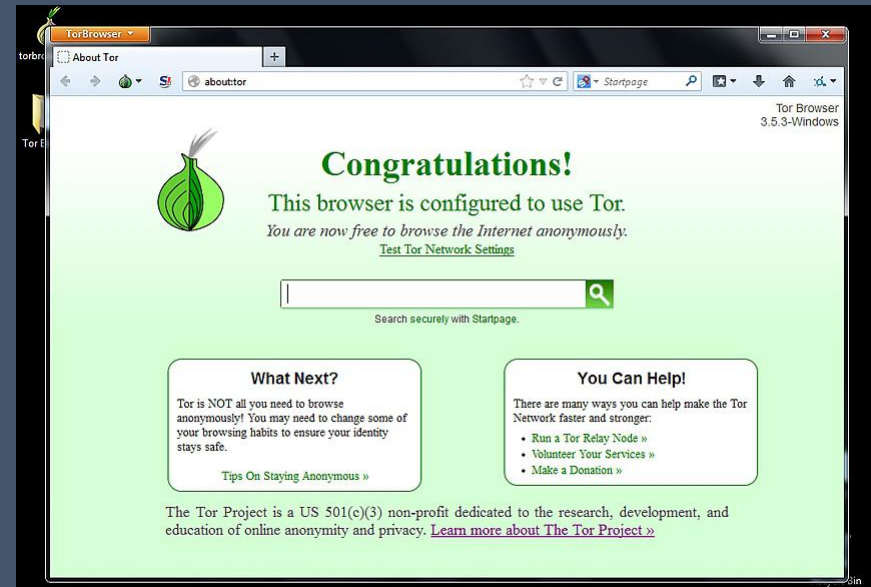
- Cookies are packets of information that are used by browsers and websites in order to learn users' online behaviors and history: sites visited, location, log-in details.
- While they can be helpful, they also pose major risks to privacy.
- People underestimate how much information about them is available online.





# The Dark/Anonymous Web

- The dark/anonymous web is a collection of networks that offer enhanced privacy over the Internet.
- Different platforms provide different benefits/drawbacks.
- The most popular platform, Tor, looks and feels very similar to a traditional web browser, just with enhanced privacy measures.



# About Us and Our Book

- Libraries Unlimited, 2022
- 152 pages
- Can be purchased directly via the publisher's site:
- 20% discount with the promotional code NICHE at <https://www.abc-clio.com/>

