Library Patrons' Privacy:

Questions and Answers

With

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How We Structured Our Work

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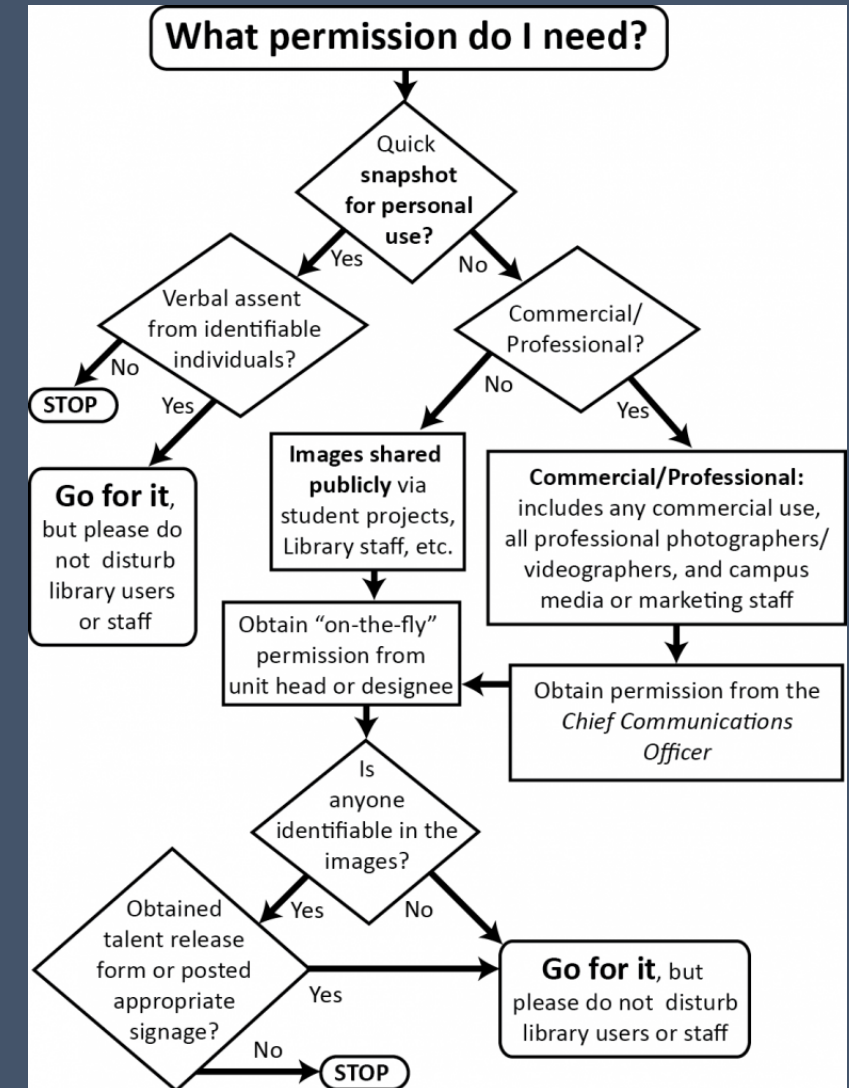- Share Our Opinion, But Allow Readers to Make Their Own Decisions

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.

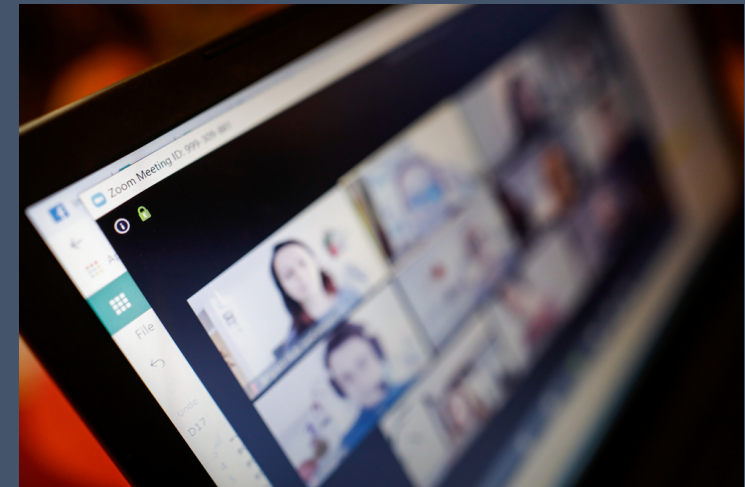- Policy should guide who has access to this content.

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 policy 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

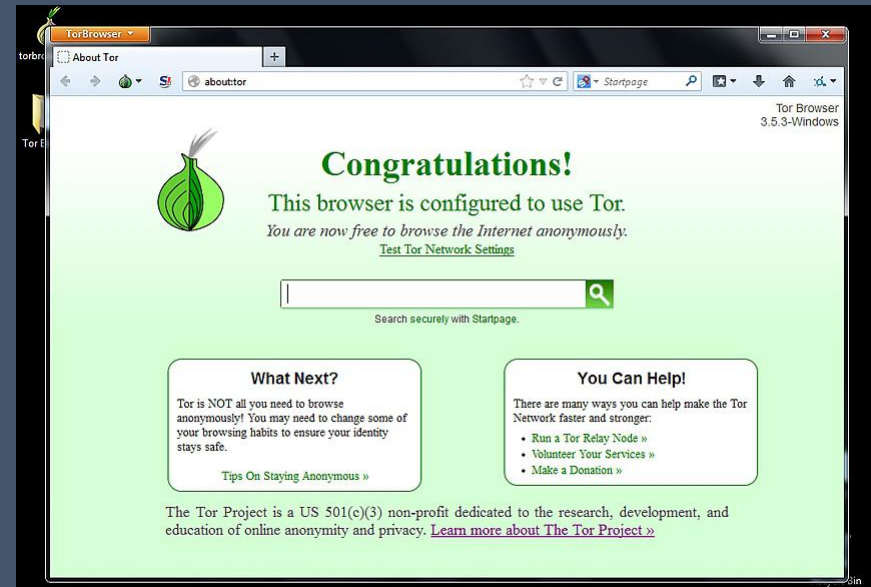- Why two-factor authentication is important.

- 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

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