Securing Patron Privacy

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Hosted by ALCTS, the Association for Library Collections and Technical Services
Here's a quick summary of a very interesting day at Birmingham Crown Court.

8:16 AM - 23 Oct 2017

101 Retweets  86 Likes

Replying to @rj_gallagher

Josh Walker, who fought against ISIS in Syria, is accused of a Terrorism Act offence for downloading the "Anarchist Cookbook" at university.
ALERT: Library patrons in 10 Western Wisconsin counties affected in data breach

- library patron barcodes
- telephone numbers
- names
- addresses
- email addresses
- birth dates
- identification record numbers, such as driver's license numbers

We have committed to privacy.*

*at least out loud
I'm reeeeeeeally starting to worry about this pedestal we're getting put on.

Please TALK TO librarians before saying this stuff, 'k?

Pinboard @Pinboard
“I would like for our industry to be more like librarians.” I'm glad I said this, and I stand behind those words! logicmag.io/tat-solidarity...
“protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted”

–American Library Association
Code of Ethics
Article III
ALCTS Guidelines

6. establishes a secure and safe environment for staff and users;

7. fosters and promotes fair, ethical and legal trade and business practices;
Securing patron privacy...

from whom or what? how?
Omnivores

Opportunists

Paparazzi

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Omnivores

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Paparazzi
Personally Identifiable Information

"Long tail" information

Behavior trails
Personally Identifiable Information

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-Courtesy of Angela Galvan, “Architecture of Authority,”
https://asgalvan.com/2016/12/05/architecture-of-authority/

Hosted by ALCTS, the Association for Library Collections and Technical Services
A COMPARISON OF DIFFERENT METHODS FOR THE QUANTITATIVE DETERMINATION OF SOIL ACIDITY

By

OTTO INGMAN BERGH

A Thesis Submitted for the Degree of
BACHELOR OF SCIENCE IN AGRICULTURE

UNIVERSITY OF WISCONSIN

1911
Personally Identifiable Information

“Long tail” information

Behavior trails
Library Hose
Tweet! per Checkout
This service has been temporarily suspended.
The sample used in this study is drawn from the 2011 entering class of first-year undergraduates at a large, public university located in the Midwest (N = 5,368). The sample included slightly more females (n = 2,803, 52.2%) than males (n = 2,565, 47.8%). Within the sample, 5.8 percent were international students (n = 310); 2.6 percent, Hispanic (n = 169); 1.1 percent, American Indian or Native American (n = 61); 10.7 percent, Asian (n = 574); 3.8 percent, Black (n = 204); 0.3 percent, Hawaiian (n = 18); 74.8 percent, White (n = 4,013); and 0.4 percent (n = 19) had a nonspecified race/ethnicity.
Personally Identifiable Information

"Long tail" information

Behavior trails
The omnivores are inside the library.
Hosted by ALCTS, the Association for Library Collections and Technical Services
Thursday, March 12, 2015

16 of the top 20 Research Journals Let Ad Networks Spy on Their Readers
A Content Analysis of Library Vendor Privacy Policies: Do They Meet Our Standards?

Trina J. Magi
I can value privacy all I want... but it’s workflows and systems that determine how accurate this is for my patrons.

–Angela Galvan, “Architecture of Authority,”
https://asgalvan.com/2016/12/05/architecture-of-authority/
Library Privacy Guidelines

During 2015-2016, the Intellectual Freedom Committee approved several new privacy guidelines intended to assist librarians, libraries, schools and vendors to develop best practices for online privacy and data management and security. These include:

- Library Privacy Guidelines for E-book Lending and Digital Content Vendors
- Library Privacy Guidelines for Data Exchange Between Networked Devices and Services
- Library Privacy Guidelines for Public Access Computers and Networks
- Library Privacy Guidelines for Library Websites, OPACs, and Discovery Services
- Library Privacy Guidelines for Library Management Systems
- Library Privacy Guidelines for Students in K-12 Schools

These guidelines attempt to balance the need to protect reader privacy with the needs of libraries to collect user data and provide personalized services, while respecting and protecting the individual’s right to make their own informed decisions in regards to how much privacy they are willing to trade for convenience or added benefits. The Library Privacy Checklists, drafted by the IFC Privacy Subcommittee and the LITA Patron Privacy Interest Group, are intended to provide libraries of all types with practical guidance on implementing the Guidelines.

The IFC Privacy Subcommittee welcomes comments and suggestions for improvement. Correspondence concerning the guidelines can be sent to Deborah Caldwell Stone (dstone@ala.org), staff liaison for the Privacy Subcommittee.
**SIP2: Standard Interchange Protocol**

- Designed for self-checkout machines, which only ever communicate on internal library networks
- Did not require encrypted communication!
- Use extended to communication over the Internet with ebook vendors about patrons and their ebook checkouts.
- *Oops. I can teach an undergrad to sniff that data.*
- Do your ebook vendors encrypt SIP2? Are you sure?
- What patron data are you sending vendors over SIP2?
NISO Consensus Principles on User’s Digital Privacy in Library, Publisher, and Software-Provider Systems
(NISO Privacy Principles)

Published on December 10, 2015
2. Transparency and Facilitating Privacy Awareness

Library users need to be able to determine the extent of privacy protections provided and the boundaries of those protections as they use library resources. Libraries, content-, and software-providers shall make readily available to users specific, non-technical statements that describe each stakeholder’s policies and practices relating to the management of personally identifiable information. These policies should also inform library users how they can protect the privacy of their data themselves. Such statements shall identify what data are collected, why data is collected, who has access to the data, how the data are stored and secured, when that data might be disclosed and to whom, and what the organization’s data retention and/or deletion policies are.

Library users can best take advantage of the privacy protections afforded by libraries if they understand the extent to which their privacy is and/or is not protected. Means of communicating privacy choices to users include outreach, inclusion of library-user communication methods in systems design, and user education. All parties involved in providing services should effectively communicate those choices to users. Systems should be designed in a way that facilitate understanding of policies through the use of simplified management of options.
9. Supporting Anonymous Use

Libraries and content- and software-providers must recognize the right of library users to be anonymous, should they so choose, and users should be provided appropriate affordances. Not all service capabilities may be available while a user remains anonymous, but reasonable accommodations to provide basic services should be made. When the collection and retention of a user’s personal data are required in order to access library resources or deliver library services, the library user should be informed that anonymous service is not possible.
11. Continuous Improvement
Libraries, content-, and software-providers should continuously assess and strive to improve user privacy as threats, technology, legal frameworks, business practices and user expectations of privacy evolve.

12. Accountability
Libraries, content-, and software-providers should establish a culture of accountability in which data collection, security, use, sharing, and disposal practices and policies are reviewed and reported on a periodic basis. Accountability practices will evolve over time, but they should include, where appropriate, periodic reviews or audits of computer systems, security practices, policies, and procedures, preferably by independent third parties. The conclusions of reviews or audits should be available to libraries on request.
People worth watching*

- ALA Office for Intellectual Freedom
- Alison Macrina, libraryfreedom.org
- Angela Galvan
- Kyle M.L. Jones
- Andromeda Yelton
- Yasmeen Shorish
- Andrew Asher
- Tara Robertson
- Gabriel Gardner

*very abbreviated, unordered list
**not in the "paparazzi" sense

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Thank you for caring.

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Questions?

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