Privacy Issues:
RFID, Patron Holds, RSS Feeds, Personalized Reading Lists, Etc.

Infopeople Webcast

Thursday April 5, 2007

12:00 noon to 1:00 p.m

Lori Bowen Ayre
The Galecia Group

Mary Minow, J.D., A.M.L.S.
LibraryLaw.com

Technical Housekeeping

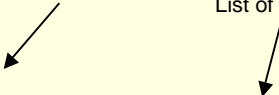Don't *wait* for Q&A to submit questions

- Today's webcast:
  - presentation: 50 minutes
  - Q&A: final 10 minutes
- Submit your questions via 'Chat' *during* webcast so presenter gets them in time
- Fill out evaluation during Q&A

Webcast Archives: infopeople.org/training/webcasts/archived.php
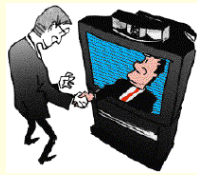

Using Chat

- Get help with technical difficulties
  - send message to "HorizonHelp"
- Ask presenter questions
  - send message to "ALL"

To: ALL

- Chat with other participants
  - "select name from dropdown list"

Chat Area There

List of Participants There

Legal Disclaimer
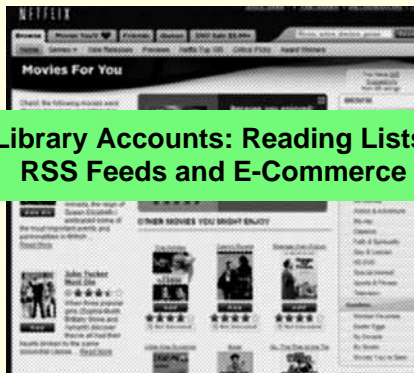
- Legal information

- **Not** legal advice!

Where Do Library Technology and Privacy Collide?

1. Library Accounts
2. PINs and Passwords
3. Hold Shelves
4. Public Computers and Printers
5. Server Logs
6. RFID

Library Accounts: Reading Lists, RSS Feeds and E-Commerce

Sonoma County Library

Search: [   ]

Limit by author era region period genre subject format

Recommendations for You!
- Guantanamo and the Abuse of Presidential Power
- Harriet the Spy

My RSS Feeds:
- New Fiction
- Library Events
  >>see more feeds

Items You've Recently Borrowed
- Chesapeake – rate now!
- The Imperial Presidency - *****
- The Giving Tree - rate now!

My Reading Lists
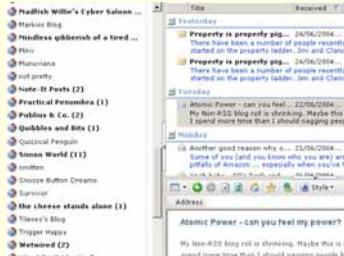- Lori's Vacation Reading
- Work Titles To Read

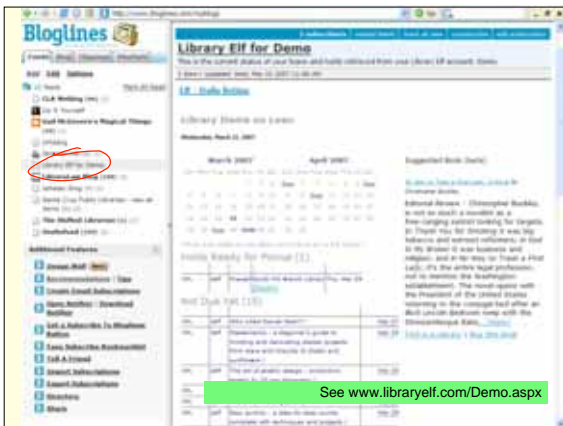## Typical Library PIN Practice Needs Improvement

- Some libraries don't require a PIN, just the bar code number on the library card

- Some libraries assign the last four digits of the patron phone number as the PIN

Best Practices: PINs and Password

- Never use the default PIN or password or your login name.
- Include letters and numbers or symbols.
- Use at least eight characters.
- Don't use dictionary words, names of family or pets, nor repeating characters
  - Good PIN: ernEst^15
  - Bad PIN: fluffy
- Don't use the same password/PIN for lots of different websites and accounts

Libraries That Accept Credit Cards

Financial Transactions

https://catalog.plsinfo.org/patroninfo/

Search Catalog
New Item Alerts
My Reading History
Reading History FAQs

Authenticated by Verisign Trust Network

catalog.plsinfo.org

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

Privacy Protection

Recommended Practices on
Notice of Security Breach
Involving Personal Information

Rev. February 2007   www.privacy.ca.gov/recommendations/secbreach.pdf

RSS Feeds

See www.libraryelf.com/Demo.aspx

Library Elf's Statement About Bloglines

- While RSS aggregators usually offer an option for users to designate whether one's folders and feed information be public or kept private however you may want to contact your RSS service provider for more information or if you have questions about your RSS software.

- Important Note on Privacy: Bloglines apparently treats RSS feeds public even if you have set your profile to private. If you are a Bloglines user, you may want to change your delivery method to email only.

http://libraryelf.com/FAQ.asp

Check Your Own Record

Many libraries: anyone with card number and PIN can login or telephone to get records

Lesson Learned for Libraries

- If you offer your own RSS feeds, be careful about what information comes across
- Do not put user name or any personal information in an RSS Feed
- Require strong PINs on library accounts
- Teach users about the importance of selecting good RSS Readers

Hold Shelves

Hold: Initial + Last Few Digits of
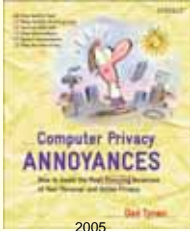Library Card Number

AY 733

Public Computers

Security: Would Your Library Pass Dan Tynan's Test?

Computer Privacy ANNOYANCES
2005

"In less than 15 minutes, on a system the library thought was secure, I found Word documents containing resumes with complete street address information (including phone numbers and addresses of their references)"

… ssn#, pregnancy details…browser history, cookies

"goldmine if I was a stalker, identity thief or just your average psychopath"

Went to local library and…

Tynan's Advice to Readers

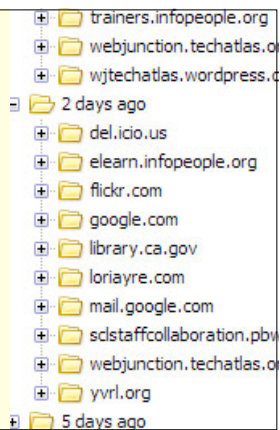**Computer Privacy ANNOYANCES**
2005
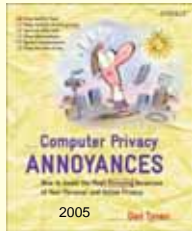
"Don't take the librarian's word that your privacy is protected – it may not be"

Browser History

By default, all sites that have been visited by the browser are saved.

Browser history contains ALL users' browser history.

- trainers.infopeople.org
- webjunction.techatlas.o
- wjtechatlas.wordpress.c
- 2 days ago
  - del.icio.us
  - elearn.infopeople.org
  - flickr.com
  - google.com
  - library.ca.gov
  - loriayre.com
  - mail.google.com
  - sclstaffcollaboration.pbw
  - webjunction.techatlas.o
  - yvrl.org
- 5 days ago

Browser Cache

- Back
- Back
- Back
- Back
- Back
- Back
- Back

Your Web Site

FBI surveillance at Maryland library
/www.fas.org/irp/ops/ci/regan_complaint.html

Cookies

.myspace.com TRUE / FALSE 1195348669
AUTOSONGPLAY 0
.myspace.com TRUE / FALSE 2145801687 NGUserID
a143c60-12492-1143322476-1
.myspace.com TRUE / FALSE
2147385600__utm102911388.1111102151.1164815443.11
73621.1637
.myspace.com TRUE / FALSE 1203700600
UNIQUELOGINTAKEOVER_84216439
%7Bts%20%272007-%27%7D
.myspace.com   TRUE / FALSE 1206922387 ME
loriayre%40gmail.com
.myspace.com TRUE / FALSE 1207008788
SplashDisplayName Lori

Tools For Clearing Private Data From Computers

- Stand alone: Disk Washer

- Public computer management systems (e.g. Envisionware. Comprise SAM) include privacy protection

- Disk protection software (e.g. Deep Freeze and Drive Shield) clear this information upon reboot

Best in Show: Microsoft Shared Computer Toolkit

- 'Lock profile' feature forces clearing of all private data
- Other great features
- Free with XP

www.epic.org/privacy/tools.html

Public Printers

Print Stations

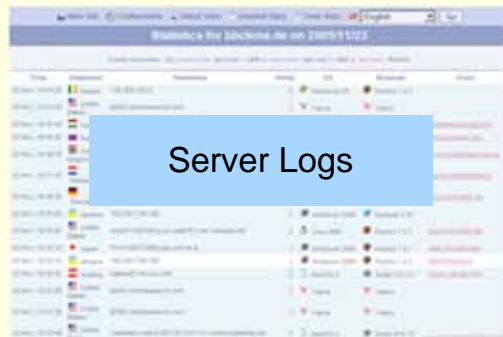- Require user to name print job and enter password to release print job
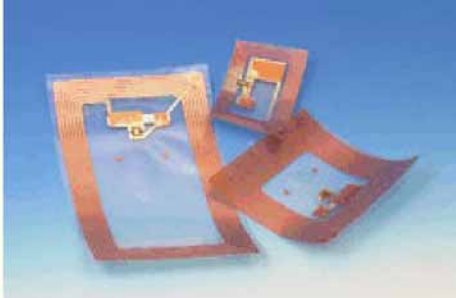
Pay to Print

- Job not printed until customer identifies job and pays for it, or
- Customer pays staff to release job

Server Logs

RFID

Two Big Problems with RFID

- Privacy
  - New technology and no privacy controls yet
  - Not easy to accomplish, but tags can be read by unauthorized readers
- Need Standards
  - NISO Standards Committee on Library Applications of RFID working on it
  - Final Report Due June, 2007

Interoperability Levels of RFID Tags

- Level 1: within the library
  - shouldn't ever have to replace tags once in a book
- Level 2: within the community
  - library tags only read by library readers
- Level 3: within ILL
  - same tags work in all libraries
- Level 4: supply chain
  - Tags placed in books as high in supply chain as possibe

BISG RFID Privacy Principles

1. Implement and enforce an up-to-date organizational privacy policy that gives notice and full disclosure as to the use, terms of use, and any change in the terms of use for data collected via new technologies and processes, including RFID.
2. Ensure that no personal information is recorded on RFID tags which, however, may contain a variety of transactional data.
3. Protect data by reasonable security safeguards against interpretation by any unauthorized third party.
4. Comply with relevant federal, state, and local laws as well as industry best practices and policies.
5. Ensure that the four principles outlined above must be verifiable by an independent audit.

Book Industry Study Group
www.bisg.org/docs/BISG_Policy_002.pdf

Best Privacy Practices

- Require customers to change passwords and PINs from default
- Require decent passwords
- Make personalization features optional (require opt-in)
- Implement policies and procedures that ensure personal information on public computers, public printers and servers are properly discarded
- Wait on NISO Standard before deploying RFID