by Violet Fox   11 minutes ago

#critlib 2018-03-06: patron privacy

Archive of the March 6 2018 #critlib chat on patron privacy, moderated by @zoefisher_. For more info about #critlib, including past and future chats, visit http://critlib.org.

Nicole Gustavsen 🏳️
@referencebird

RE: today's #critlib chat. twitter.com/eeyore/status/...

🐦 A DAY AGO

Zoe Fisher
@zoefisher_

// TONIGHT TONIGHT TONIGHT // #critlib chat about patron privacy 6PM Pacific / 9PM Eastern psst--hot tip--take a look at Q1 before we begin! critlib.org/patron-privacy... twitter.com/zoefisher_/sta...

🐦 A DAY AGO

V. Arellano Douglas
@arellanover

Passing along kiddo bedtime duties to my partner because I AM HERE FOR THIS. #critlib twitter.com/zoefisher_/sta...
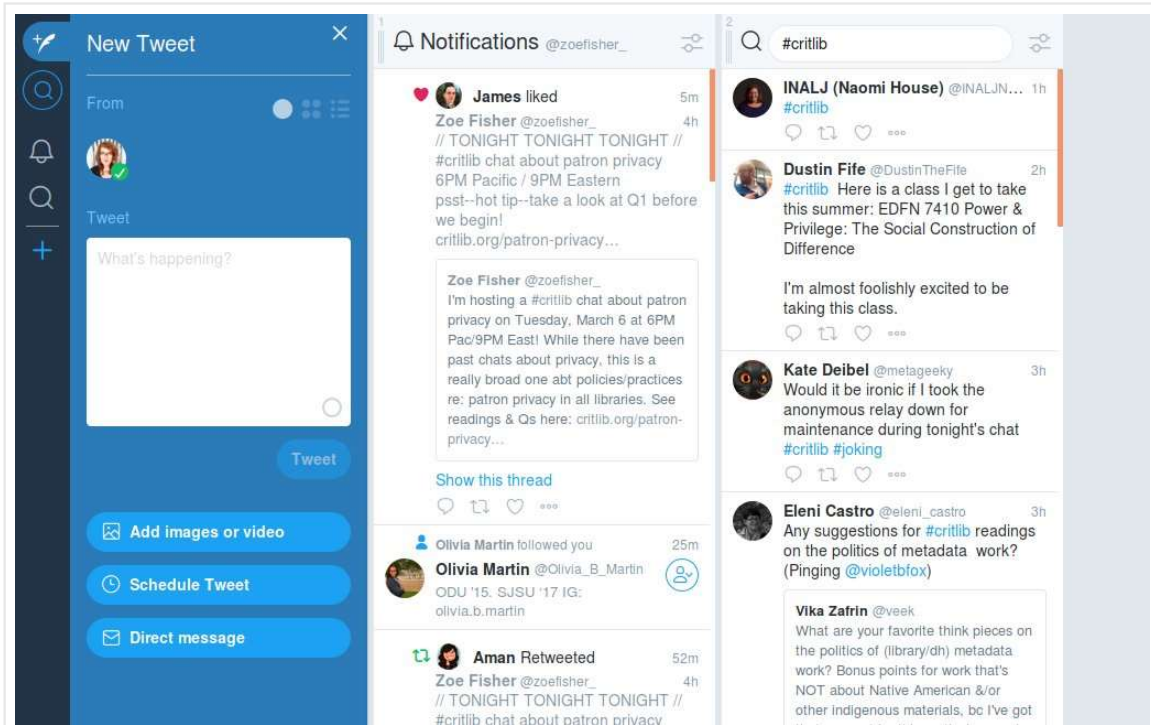
🐦 A DAY AGO

RadLibs Aotearoa
@Radlibsaotearoa

(More) essential reading for any #library workers interested in bringing #critical perspectives into their work and workplaces: libraryjuicepress.com/critical-libra... #critlib #libraries #radicallibrarians #radlibs
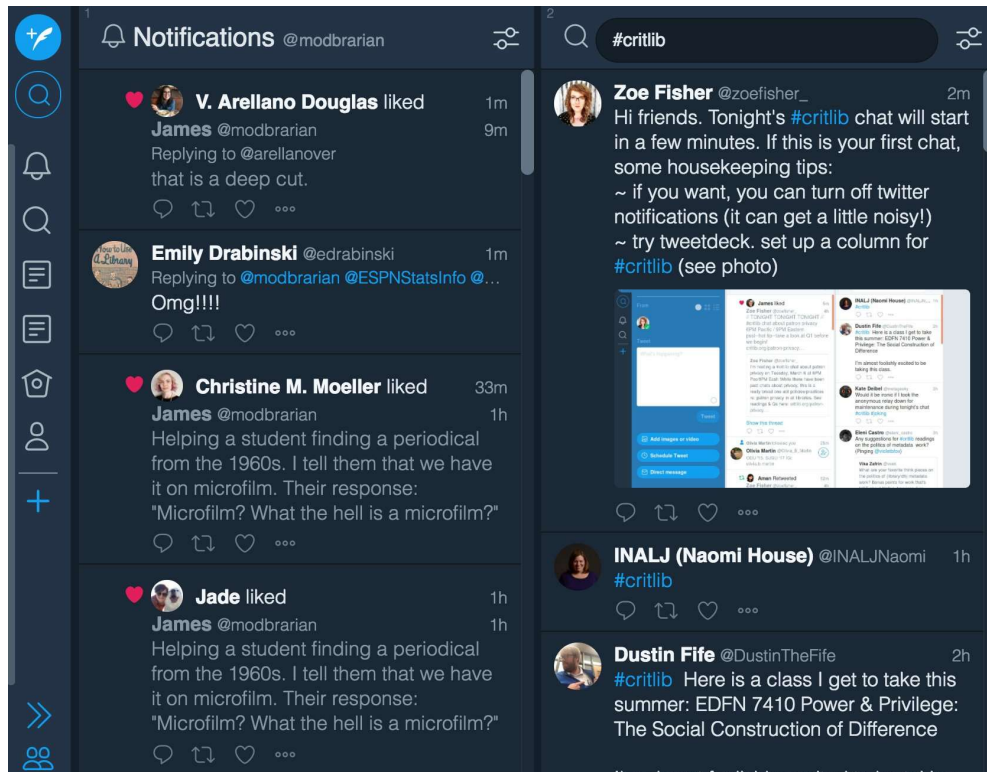
🐦 A DAY AGO

New Tweet ✕

From

Tweet

What's happening?

Tweet

Add images or video
Schedule Tweet
Direct message

🔔 **Notifications** @zoefisher_

❤️ **James** liked   5m
Zoe Fisher @zoefisher_   4h
// TONIGHT TONIGHT TONIGHT
#critlib chat about patron privacy
6PM Pacific / 9PM Eastern
psst--hot tip--take a look at Q1 before
we begin!
critlib.org/patron-privacy...

> **Zoe Fisher** @zoefisher_
> I'm hosting a #critlib chat about patron
> privacy on Tuesday, March 6 at 6PM
> Pac/9PM East! While there have been
> past chats about privacy, this is a
> really broad one abt policies/practices
> re: patron privacy in all libraries. See
> readings & Qs here: critlib.org/patron-
> privacy...

Show this thread

👤 **Olivia Martin** followed you   25m
Olivia Martin @Olivia_B_Martin
ODU '15. SJSU '17 IG:
olivia.b.martin

🔁 **Aman** Retweeted   52m
Zoe Fisher @zoefisher_   4h
// TONIGHT TONIGHT TONIGHT //
#critlib chat about patron privacy

🔍 #critlib

INALJ (Naomi House) @INALJN... 1h
#critlib

Dustin Fife @DustinTheFife   2h
#critlib Here is a class I get to take
this summer: EDFN 7410 Power &
Privilege: The Social Construction of
Difference

I'm almost foolishly excited to be
taking this class.

Kate Deibel @metageeky   3h
Would it be ironic if I took the
anonymous relay down for
maintenance during tonight's chat
#critlib #joking

Eleni Castro @eleni_castro   3h
Any suggestions for #critlib readings
on the politics of metadata work?
(Pinging @violetbfox)

> **Vika Zafrin** @veek
> What are your favorite think pieces on
> the politics of (library/dh) metadata
> work? Bonus points for work that's
> NOT about Native American &/or
> other indigenous materials, bc I've got

Hi friends. Tonight's #critlib chat will start in a few minutes. If this is your first chat, some housekeeping tips: ~ if you want, you can turn off twitter notifications (it can get a little noisy!) ~ try tweetdeck. set up a column for #critlib (see photo) pic.twitter.com/C4aKN20TGH

🐦 **ZOE FISHER** @ZOEFISHER_ · 21 HOURS AGO

@zoefisher_ I even recommend night mode because I think it's easier on the eyes. #critlib
pic.twitter.com/clIDLc1ZrY

JAMES @MODBRARIAN · 21 HOURS AGO

Zoe Fisher
@zoefisher_

Good evening! Welcome to the 101st (!) #critlib chat. Tonight's topic is patron privacy. You can find suggested readings and questions here: critlib.org/patron-privacy...

21 HOURS AGO

Zoe Fisher
@zoefisher_

If you would prefer to tweet anonymously during the #critlib chat, you can use the critlib anonymous Twitter relay: tinyurl.com/anoncritlib . Type your comments, and hit "Tweet". You'll see your tweet posted via the @CritLib_anon account.

21 HOURS AGO

Zoe Fisher
@zoefisher_

We'll start tonight's chat with introductions. You can include your name, pronouns, geographic location, and the type of library where you work/if you're an LIS student, etc. To make sure we see your contributions, please tag your tweets with #critlib.

21 HOURS AGO

James
@modbrarian

Hi #critlib I am James a ref & inst librarian in Wisconsin. he/him/his

21 HOURS AGO

Aman
@akaur0

@zoefisher_ Hi! My name is Aman. I use she/her/hers. I work in an academic library system in Philly. #critlib

21 HOURS AGO

V. Arellano Douglas
@arellanover

Hi #critlib 👋🏻🖐🏻 Veronica, acad lib in Houston, she/her/hers.

21 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

Hi #critlib community! I'm an academic librarian in central Pennsylvania. Looking forward to tonight's insights. Patron privacy is, shamefully, not something I've given much thought to until now.

21 HOURS AGO

Lindsey Hutchison
@lindsbrary

Hey #critlib ! I'm Lindsey, pronouns she/her. I'm an adult services public library worker in VA & a distance MLIS student.

21 HOURS AGO

Margaret Henderson
@mehlibrarian

Hi everyone. Margaret here (she/her/hers) in San Diego, CA. Health science librarian at a university. #critlib

21 HOURS AGO

Michelle Boule
@wanderingeyre

*waves to #critlib * Michelle Boule, she/her. I am in Sheridan, WY at Sheridan College, a community college. I am a librarian that does a little bit of everything because this is a small place.

21 HOURS AGO

Zoe Fisher
@zoefisher_

Hi #critlib. I'm your moderator tonight, and I'm a community college instructional designer in Seattle, WA. I was an infolit librarian for 5 years. You can call me Zoe (Zoh-ee) and my pronouns are she/her/hers.

21 HOURS AGO

Michelle Boule
@wanderingeyre

I am especially interested in tonight's discussion because of the data gathering that is all the rage in academia RN #critlib

21 HOURS AGO

Zoe Fisher
@zoefisher_

The first question will be posted in just a moment. When you tweet your reply, you can help us keep track of your answer by putting "A1" (Answer 1) at the beginning, and using the #critlib hashtag.

21 HOURS AGO

Q1. Does your library have a public statement about patron privacy? How was it created? How is it used? #critlib

Zoe Fisher
@zoefisher_

Q1. Does your library have a public statement about patron privacy? How was it created? How is it used? #critlib

21 HOURS AGO

Zoe Fisher
@zoefisher_

A1 This is a tough question! No worries if you need a minute to dig through your library's website. Links to public statements about patron privacy would be rad to see. #critlib

21 HOURS AGO

Wynn Tranfield
@mwynntr

Hey there! LIS student at UW, works in three very different types of libraries in the Seattle area #critlib

21 HOURS AGO

Zoe Fisher
@zoefisher_

A1 If you don't currently work in a library, finding example statements from various libraries about patron privacy are welcome, too. #critlib

21 HOURS AGO

Michelle Boule
@wanderingeyre

NOOBS, forgot the #critlib twitter.com/wanderingeyre/...

21 HOURS AGO

Michelle Boule
@wanderingeyre

#critlib A1 from a friend of mine who poked into my stream to comment. twitter.com/griffey/status...

21 HOURS AGO

V. Arellano Douglas
@arellanover

A1 No explicit statement about patron privacy at my library (and I transferred all those policies to our new website, twice) #critlib

21 HOURS AGO

Margaret Henderson
@mehlibrarian

A1 I'm going to use the excuse of only being here for 6 months, but I did check just before the chat, and SDSU does have a privacy policy I'm happy to say library.sdsu.edu/about-us/polic... #critlib

21 HOURS AGO

Zoe Fisher
@zoefisher_

A1 I do not work here, but I thought this example from Claremont Colleges was interesting. "We endeavor to have no personally identifiable information to release." libraries.claremont.edu/about/librarie... #critlib

21 HOURS AGO

Aman
@akaur0

@zoefisher_ A1. Yes, and it was updated recently. It emphasizes our belief in privacy, what is info collected, how that info is used/not used, and how other laws impact privacy at libraries. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A1 Something that is on my mind is whether or not libraries are using statements about privacy to push back on other forces that may want the library to yield. For example, using a statement about patron privacy to push back on campus-wide data collection efforts. #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

I don't work at Boston PL but was there earlier today & checking out their privacy setup, so I'll link their statement here: bpl.org/general/polici... #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Aman
@akaur0

@zoefisher_ Here's the link to the privacy policy: library.upenn.edu/policies/priva.... #critlib

🐦 20 HOURS AGO

Michelle Boule
@wanderingeyre

I would be interested to know if any libraries have used their statement for this exact purpose. #critlib twitter.com/zoefisher_/sta...

🐦 20 HOURS AGO

Margaret Henderson
@mehlibrarian

A1 I'm actually pleased to see that our University Senate also has policies that help #critlib twitter.com/mehlibrarian/s...

🐦 20 HOURS AGO

carolynthelib
@carolynthelib

A1 we don't have one but we are starting to work on developing one - any advice? #critlib

🐦 20 HOURS AGO

V. Arellano Douglas
@arellanover

A1 This applies to privacy more broadly, but I was really saddened by/angry about my college's statements about adhering to any government requests about students' immigration status (last year). The defense was that it could impact our school's funding. #critlib

🐦 20 HOURS AGO

Zoe Fisher
@zoefisher_

Great question -- would love to hear thoughts/input from others #critlib twitter.com/carolynthelib/...

🐦 20 HOURS AGO

Q2. How is the concept of privacy culturally constructed? What stereotypes about privacy do we attach to certain cultures or groups of people? #critlib

Zoe Fisher
@zoefisher_

Q2. How is the concept of privacy culturally constructed? What stereotypes about privacy do we attach to certain cultures or groups of people? #critlib

20 HOURS AGO

Symphony Bruce
@curlsinthelib

Excited to learn form all of you! I'll be lurking because I'm drowning in grading tonight. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

A2 I worry that people seem to think students or patients don't care because they share so much on social media. But that is their choice in that situation, which id very different from having it done by somebody else. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A2 Please retweet if you've heard someone say that younger people don't care about their data/their privacy. #critlib

20 HOURS AGO

V. Arellano Douglas
@arellanover

A2. There tends to be this assumption among mostly faculty and administrators that students don't care about privacy because they "live their lives online." #critlib

20 HOURS AGO

Aman
@akaur0

@carolynthelib Send me a private message with your email address. I'll connect you with one of my colleagues who helped rewrite a privacy policy last year. You may be able to use your peer institutions' privacy policies as templates/ideas. #critlib

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

A2. People of the younger generations don't seem to fit the stereotype when it comes to who we think cares about privacy issues. But this does not seem to hold true, in my limited experience. #critlib

20 HOURS AGO

V. Arellano Douglas
@arellanover

THIS. #critlib twitter.com/zoefisher__/sta...

20 HOURS AGO

Lalitha
@librarian_lali

@zoefisher__ There is the assumption that certain groups of people are entitled to it more than others. #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

@carolynthelib Never worked on a team developing one, but after looking at a few different systems': work w/ your web developer to think hard about how it will fit into site's info architecture so it can perform its PR/education functions effectively. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

A2 I assume that older people will be more private about what they share, but not be savvy enough to protect their data. I assume that younger people don't care about privacy, but are more able to protect data. You know what they say when you assume... #critlib

20 HOURS AGO

V. Arellano Douglas
@arellanover

@librarian_lali @zoefisher__ A2 Can you say more about this @librarian_lali ? I think this is interesting #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A2 I think privacy is inevitably bound up in privilege. It requires some privilege to have privacy, for example (thinking about folks with limited resources who have to use public facilities, public funding, etc.). #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

@carolynthelib I realize that's post-writing advice, but something that jumped out at me. Let that hard work do its work! #critlib

20 HOURS AGO

Adrianna Martinez
@A_____Martinez

Hey #critlib I am a Pratt SI student pronouns she/her I work at St. Francis College (in brooklyn not india) and my favorite thing I do there is library instruction!

20 HOURS AGO

Shilo Patchin
@kimkipling

My name is Shilo (she, her, hers). I work at Arizona State University Library - currently at our graduate international business library location. Will be off and on because it is my baby's bed time. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

A2 Exactly. My MIL on Instagram has no problem with all the cat people she chats with and my mother had Facebook gaming buddies around the world. They had no idea what they were exposed to. #critlib twitter.com/wanderingeyre/...

20 HOURS AGO

Aman
@akaur0

@arellanover Has your library sided with the college? Or will they embrace a privacy policy to protect students? #critlib

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

A2. I think we could have a whole conversation (especially the public library workers out there) on children's privacy, and how this is culturally constructed, for sure. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A2 I love @IamLibrarianSam's point about children and privacy. This is where libs get so much heat. "What do you mean I can't see what books my child has check on their library card?!" We assume children (people under 18? how to define?) have no right to privacy. #critlib

20 HOURS AGO

Jeanine Finn
@JFTitone

@zoefisher_ Q2 My first real encounter with it (at a library) was as responding to government surveillance post 9/11 librarian.net/technicality/ #critlib

20 HOURS AGO

Shilo Patchin
@kimkipling

A1. This is what I found in the patron privacy area. lib.asu.edu/policies/confi... #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@IamLibrarianSam At the college level, we sometimes get parents calling us about their college student's library accounts. I am very firm when I tell them no and explain why their request is inappropriate. A2 #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

I want to say a couple of words about Q3, which is being posted shortly... From my perspective, ALL library use poses SOME risk to users. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

I think that our comfort with putting patron privacy at risk varies greatly from person to person. So that's part of what I want to explore with Q3, those personal boundaries with putting patron privacy at risk. #critlib

🐦 20 HOURS AGO

Q3. From your perspective, what risks to patron privacy are acceptable in order to provide library services? #critlib

Zoe Fisher
@zoefisher_

Q3. From your perspective, what risks to patron privacy are acceptable in order to provide library services? #critlib

🐦 20 HOURS AGO

Margaret Henderson
@mehlibrarian

I remember a mother at a college orientation (for my daughter) complaining that her doctor wouldn't discuss her 18 yr old daughter's check up with her - she paid for it after all. #critlib twitter.com/wanderingeyre/...

🐦 20 HOURS AGO

Aman
@akaur0

@zoefisher_ A2. Privacy also varies by library and by setting. #HealthCare professionals value patient privacy, particularly HIPAA. From my exp, its not uncommon to see signs in #medlibs asking clinicians 2 refrain from talking about patients...while on the phone...in the bathroom. #critlib

🐦 20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

A2. The more I think about it, even FERPA itself is culturally constructed. I rely on it rather heavily when explaining privacy to parents of college students. Plus, we can't have adult expectations for college students, but not respect their privacy like adults. #critlib

🐦 20 HOURS AGO

Zoe Fisher
@zoefisher_

A3 I think it's an acceptable risk when a library user asks a question at a service point, and passersby might see/overhear brief snippets of our interaction. I'm thinking about reference desk questions mostly. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

A3 There is always a chance that a convo might be overheard, a hold shelf could be browsed without us knowing, or someone could get into a computer through nefarious means, BUT I would never store digital info or willingly give over information. That's the hill I die on.#critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

A2. I think the levels of risk people face for public speech (an intentional, unprivate act) really vary based on race/class/security of employment/disability/gender non-conformity & other marginalized identities. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Zoe Fisher
@zoefisher_

A3 I also think it's an acceptable risk to patron privacy when library users might be *seen* using the library (thinking about the person who might be standing in a certain area in the stacks, being seen by someone else in the library at the same time). #critlib

20 HOURS AGO

Lalitha
@librarian_lali

@zoefisher_ A2 It's also gendered - we see that very clearly in the #metoo narratives. There is this notion that these brave women telling their truth must give up anonymity/privacy in order to obtain credibility. And that's such an unfair and UNSAFE expectation. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A3 @wanderingeyre makes a good point about hold shelves being browsed--other users might see books/materials with someone's name on the call slip. I don't love it but I agree that I find it to be reasonable risk. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@IamLibrarianSam FERPA doesn't protect student's info from being mined and gathered by the college though, putting it at risk. #critlib A2

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

A3. My mind goes right to the Reference Desk. Is it in an open space? Is it closed off? Is there heavy traffic? We are all limited by our spaces, but these are things to ask ourselves if there is every renovation $ in the budget. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

A3 In this case, the students must realize that people are nearby, especially when we have a line. However, I make sure my door is closed when they come to my office to go over a question. And I use vague descriptions when I put the information in our tracking system. #critlib
twitter.com/zoefisher_/sta...

20 HOURS AGO

carolynthelib
@carolynthelib

A3 I think of privacy in the same way I approach it with research. Sometimes the purpose (research design) is really better for it, but I better be damn sure there aren't lower stake options first #critlib

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

@wanderingeyre Very good point! I haven't even thought about how higher ed. admin deals with info. #critlib

20 HOURS AGO

carolynthelib
@carolynthelib

A3 similarly, there is no good reason to keep all data forever identifiable. Keep it for a short time but de-identify as best you can for long term use #critlib

20 HOURS AGO

Lalitha
@librarian_lali

I'm jumping in late - I'm Lali - instruction librarian at a state university; also a cc adjunct librarian. #critlib.

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@akauro @zoefisher_ A2 You are so right that health care has these issues. I passed along an issue about students talking about patients loudly in the library, which made it back to the dean, and the discussions stopped. We have to protect privacy any way we can. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@IamLibrarianSam And there is a movement in higher ed to data mine all kinds of things about students, including their library usage and classes, that is not OK with me. #critlib

20 HOURS AGO

carolynthelib
@carolynthelib

A3 I'm conflicted about new systems like Springshare's customer relationship management tool. Helpful to see interactions with a person over time, but is it really necessary? #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

We're moving right along! Thanks to all those who have joined in the conversation so far. Q4 will be posted in just a moment and it asks us to consider how WE are complicit in eroding the privacy of our users. #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

A3. Found out for the 1st time today, though, that some systems enable patrons to set an alias or other alternate pickup ID for hold shelves. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Q4. How are library workers complicit in eroding and compromising patron privacy? #critlib

Zoe Fisher
@zoefisher_

Q4. How are library workers complicit in eroding and compromising patron privacy? #critlib

20 HOURS AGO

Max Bowman
@maxgbowman

A3 I've have struggled w/this bc while most most ILSs don't maintain circ history, the most widely used Resource Sharing software does, & I admit that it's helpful (very), yet it's often overlooked, re: privacy. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@carolynthelib A3 I'm of the mind that if I need to keep track of a relationship, I can do it in my emails that aren't open for everyone to see. #critlib

20 HOURS AGO

Aman
@akaur0

A3. I became a lib bc I value privacy. I find it much easier 2 provide credible #healthinfo as a lib than as a secondary school teacher. For health info seeking, it is vital to make sure that libs follow protocols that reflect how sensitive these ref interactions are. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@lindsbrary Way more low tech, but my previous public library used self-serve hold shelves and put the items in interdepartmental envelopes with your name on them. #critlib A3

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

Does it stay reasonable if this service can be offered w/o interrupting basic function of "find your books, don't take someone else's"? #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

I think that we're never going to eliminate privacy risk in the library and still have a functioning library. Best we can do is ask "why?" and "is there a better way?" on repeat. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

V. Arellano Douglas
@arellanover

A3. One thing I struggle with is the whole idea of a "reference interview"...this idea that we are constantly "fishing" for info b/c students supposedly don't know what they actually need to ask / don't know. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@zoefisher_ A4 Not all library workers share the same values for privacy and do not even care about this which is frustrating on a million levels. #critlib

20 HOURS AGO

Adrianna Martinez
@A_____Martinez

@zoefisher_ A2 imo privacy is culturally constructed as this thing that people expect protection for without fully understanding why it truly matters and who is profiting from their individual loss of privacy #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A4 I'm pretty peeved about librarians in higher ed jumping into campus-wide efforts to correlate library use with student success. But I talk a lot about that already. #critlib

20 HOURS AGO

V. Arellano Douglas
@arellanover

A3 It's supposed to be "acceptable" but it's so one-sided the way it's taught in school and in practice. We ask that students give so much of themselves but don't give of ourselves in return #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A4 I just feel like there's this sentiment in higher ed that compromising student data will save us ("but our funding! but we have to! but it looks good to our admin!") and I truly believe it will not bring back lost funding, lost positions, etc. #critlib

20 HOURS AGO

Lalitha
@librarian_lali

@zoefisher_ Q3 I think we have to weigh convenience (e.g. 24-7 chat) when it comes to providing valued service. If I can get research help at 2AM, do I care what happens to those transcripts? #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

A4: I see this All The Time with data collection and analytics. We're caught between "collect all the data!" and "justify your value!" to the detriment of privacy. #critlib twitter.com/zoefisher_/sta...

🐦 20 HOURS AGO

Michelle Boule
@wanderingeyre

The more I think about this, the more I think I need to institute this in my library. Our hold shelf is in a very visible place. #critlib twitter.com/wanderingeyre/...

🐦 20 HOURS AGO

V. Arellano Douglas
@arellanover

Maybe this is the answer to A4? #critlib

🐦 20 HOURS AGO

Zoe Fisher
@zoefisher_

Chat ref is a real interesting space to question patron privacy. I've seen chat ref tools that require patrons to provide an email address, which I don't like. #critlib twitter.com/librarian_lali...

🐦 20 HOURS AGO

Margaret Henderson
@mehlibrarian

But how, in a 1 hour class, where we have to teach info lit, do we start to make first year students understand? We can try to get them to see how Google is spying, but it is hard #critlib twitter.com/A_____Martinez/...

🐦 20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

@zoefisher_ I'm interested. Can you say a little more on this? #critlib

🐦 20 HOURS AGO

Aman
@akaur0

@harmony_fb @zoefisher_ @wanderingeyre Your examples reminded me that it is also important to train library staff in protecting privacy. #critlib

20 HOURS AGO

Max Bowman
@maxgbowman

A4 We're often quick to listen to vendor pitches about how our jobs will be made easier if we use [insert product name], yet there's usually a price and it's often our user's privacy. #critlib

20 HOURS AGO

Anonymous Critlib
@CritLib_anon

When I was an admin for a SirsiDynix ILS I was well aware transaction records were permanent and exhaustive. It's possible to connect any transaction to any patron in minute detail. There's no actual privacy protection, despite the myths we tell #critlib

20 HOURS AGO

Adrianna Martinez
@A____Martinez

@zoefisher_ A2 for example the average person does not truly understand how the internet works therefore the ways that privacy is compromised and how it creates profits is not always clear, therefore i think there is less engagement in privacy concepts #critlib

20 HOURS AGO

carolynthelib
@carolynthelib

How do others train students who work in the library about privacy in the library? #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

A4: I've also had discussions with peers in which we aren't at all on the same page about privacy, e.g. what library privacy entails and how it might differ than privacy for other organizations. #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

@akauro @harmony_fb @zoefisher_ Even the way we word ILL emails or lock browsers when we step away is important. Staff training is essential. #critlib

20 HOURS AGO

Aman
@akaur0

@IamLibrarianSam Yes! I have provided my library input about sound-proofing certain spaces, especially if we want researchers to reserve conference/group study rooms for meetings. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

@CritLib_anon A good reminder to ask ourselves, "What would the worst person do if they got their hands on this?" #critlib

20 HOURS AGO

Q5. What are some steps taken by your library to uphold patron privacy? What projects/initiatives around patron privacy would you like to develop at your library? #critlib

Zoe Fisher
@zoefisher_

Q5. What are some steps taken by your library to uphold patron privacy? What projects/initiatives around patron privacy would you like to develop at your library? #critlib

20 HOURS AGO

Adrianna Martinez
@A____Martinez

@mehlibrarian That is one of those really hard questions that come from one shot instruction structures. Like where do you try to insert those lasting impression time on such a condensed session while still retaining their attention? #critlib

20 HOURS AGO

Anonymous Critlib
@CritLib_anon

Despite all, libs ARE private institutions. Access and collections are fundamentally anonymous. Mean walk into any public library and discover freely and in private. Additional services become less private, which is a negotiation i a, comfortable with #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

This seems like a topic too big and important for a one-shot session. Where are our allies in teaching this? #critlib twitter.com/mehlibrarian/s...

20 HOURS AGO

Aman
@akaur0

@mehlibrarian I never put names into the reference question/research consultation tracking system. It might make me a "bad liaison" for not keeping track of names. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

You lovely #critlib people are so thoughtful and wonderful, I just can't keep up. I'll have to read over everything tomorrow. It is a steep learning curve when you received your degree over 30 years ago and nobody discussed these things.

20 HOURS AGO

Adrianna Martinez
@A_____Martinez

@mehlibrarian @zoefisher_ I try to push the idea that within the concept that where you search for information impacts what you find, that who is making money using clickbait aka google as opposed to who already got paid so is less invested in you as an individual aka a paywall journal #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@akauro You are so right. I don't either #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

A5: Have taken: moving to HTTPS What I want: don't collect personal information unless it's for a damn good reason (and double check even then) #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Zoe Fisher
@zoefisher_

A5 I love libraries that are using Tor on their public computers. blog.torproject.org/tor-heart-libr... #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

A5 We are working on a CollDev Policy that will include privacy. We currently hold it as a value, but nothing in writing reflects this, yet. I want it in writing bc our campus has started whispering about data mining student info. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

A5 I also love libraries that are just *not* collecting identifiable data. Not swiping ID cards in infolit sessions? Not swiping ID cards at the ref desk? Not keeping track of who passes through your gates? I love ya. #critlib

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

@zoefisher_ Woah! Mind blown. Now I officially have a lot to reconsider. A lot of assessment methods have always felt uncomfortable and forced to me, so I've been trying re-prioritize the ways I assess. This adds a whole other layer. #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

Currently writing my 1st web privacy workshop for patrons & really hope it's successful enough to bear revising/repeating. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@zoefisher_ When I look over the policy for my library, it looks like all our public computers are not saving things. But, I worry more about the LMSs we are working with. I'm not sure how I'll feel when I'm asked to do my job within that kind of system #critlib

20 HOURS AGO

Lalitha
@librarian_lali

@akauro @mehlibrarian Same - my university library doesn't record names or emails in chat; students aren't required to input that information either. #critlib

20 HOURS AGO

Max Bowman
@maxgbowman

One small thing that I try to do, re: privacy, is to use they/them when I refer to our users in writing. They asked me a question/they need help, etc. I've learned that libraries can and will use anything re: analytics, so I muddy the waters whenever possible. #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

A5: oh and for the love of everything, when you do collect personal data, have a retention policy (with short retention periods) and then actually delete the data at the end of that oeriod. Like really delete it. #critlib

20 HOURS AGO

V. Arellano Douglas
@arellanover

A5 We definitely do not collect names in reference interactions or chat. No swiping at info lit classes. I said no to an administrator's suggestion to collect that kind of information because NO. Not here for it. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

Whew, hard to believe that our hour is winding down! We have just a few minutes left, so please feel free to keep chatting/answering questions. #critlib

20 HOURS AGO

Lalitha
@librarian_lali

@zoefisher_ A5 Perhaps this is more relevant in a public library setting, but why can't we take the lead on educating the public about surveillance, privacy protection, safeguarding digital identity? I know these things are happening in school libraries. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@KristinBriney Well supposedly the teachers of the classes we work with, those first year classes that teach writing and research. But I'm not sure about that. This environment is new to me, and it would be great to hear from librarians who work closely with the profs #critlib

20 HOURS AGO

Michelle Boule
@wanderingeyre

And we don't need that information so why gather it? It's dangerous. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Zoe Fisher
@zoefisher_

We also traditionally use the last few minutes of a #critlib chat for pitches--anything you want to ask for (participation in a survey, etc.), remind people about (read @safiyanoble's new book!), suggest, etc.?

20 HOURS AGO

V. Arellano Douglas
@arellanover

A5 If the best I can demonstrate is "causality" or that my assessment just sparked conversation about info lit pedagogy and teaching, then I am HAPPY. #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@zoefisher_ Good point. Letting them know we track usage a good idea. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

I've moderated multiple #critlib chats for no other reason than I like doing 'em, and I suggest 'em. You can do it, too! Suggest a chat here: critlib.org/twitter-chats/...

20 HOURS AGO

Samantha Bise-Schultz
@IamLibrarianSam

@zoefisher_ This gets away from patron privacy, so you can answer later. How do you keep these values and still work under an institution so attached to learning analytics? Do you see ANY value in learning analytics? Its hard for me to imagine my job without them, but I"m intrigued. #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

And yet I feel like it's a constant pushback against people who think this is the solution. I'm going to keep fighting but it's *work*. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Zoe Fisher
@zoefisher_

Ooh my pitch is that we all support this rad new book! I just bought my copy and can't wait to read it. libraryjuicepress.com/critical-libra... #critlib

20 HOURS AGO

Margaret Henderson
@mehlibrarian

@A_____Martinez You know, I feel like the team based learning setup, where they work in groups, helps retain attention. And I can walk around to help them when the group is working, which seems to result in less distraction. #critlib

20 HOURS AGO

Zoe Fisher
@zoefisher_

All right, my friends, our time is up! Thanks so much for participating in the 101st #critlib chat. Mark your calendars for upcoming chats about topics like law librarianship, tribal libraries, bias in web searching, and more! critlib.org/twitter-chats/...

20 HOURS AGO

Zoe Fisher
@zoefisher_

also I've had some sauv blanc and my DMs are open, so feel free to gripe at me off-channel. <3 <3 <3 #critlib

20 HOURS AGO

Thanks to @zoefisher_ for running the #critlib chat tonight and for @arellanover for making me aware of it. pic.twitter.com/chfSdJRYJd

MICHELLE BOULE @WANDERINGEYRE · 20 HOURS AGO

V. Arellano Douglas
@arellanover

Thank you @zoefisher_ and everyone for your amazing insights. I'll admit this is definitely an area where I have a lot to learn. Thank you so much for all of your great thoughts! #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

@IamLibrarianSam @zoefisher_ I've had a lot of discussions about this. I think that it's possible to do analytics in a more responsible way, meaning: limited, targeted scope; serious security layers; full risk assessment. See @yo_bj's work. #critlib

20 HOURS AGO

Lindsey Hutchison
@lindsbrary

Thanks for moderating, Zoe, & thank you everyone offering experience/thoughts/questions tonight! Upcoming chats look rad. Catch y'all next time. #critlib twitter.com/zoefisher_/sta...

20 HOURS AGO

Aman
@akaur0

@zoefisher_ A5 When I get access to Canvas course sites, I ask for librarian access, which means I can create/update modules/pages, but I wont be able to look at grades. I tell students that I support their learning (the fun part of teaching) without judging or grading their work. #critlib

20 HOURS AGO

Kristin Briney
@KristinBriney

Thanks @zoefisher_ for an interesting #critlib discussion tonight!

20 HOURS AGO

Aman
@akaur0

@librarian_lali @mehlibrarian I use LibAnswers, so we do record names/emails temporarily. I think the data is de-identified and then moved to a data warehouse, where we can run analytics/reports. #critlib

20 HOURS AGO

Lisa Hinchliffe
@lisalibrarian

Catching up on #critlib after getting back front dinner. Worried still that libraries will be the most private places that no longer exist if we continue w our patriarchal "we protect your from sharing your data even when you want to" ways.

20 HOURS AGO

Ammie E. Harrison
@AceOnFire77

A3: My policy only: At the research help desk, I've been known to take a conversation elsewhere, but it depends on the conversation. Students have never initiated this in my 10 yrs. I do stress consultations (I can have up to 10 to 20 a week) provide privacy #critlib

20 HOURS AGO

Lisa Hinchliffe
@lisalibrarian

Are you willing to fire a library staff who discloses what someone has checked out? #critlib

20 HOURS AGO

Aman
@akaur0

@zoefisher_ Some libraries have restrict access. If IDs aren't swiped at the gate, do you have guards who check IDs? #critlib

19 HOURS AGO

Aman
@akaur0

@librarian_lali @mehlibrarian How would we be able to contact people who submit questions without their email addresses? The email doesn't have to be their official university email. It could be any email they prefer to check. #critlib

19 HOURS AGO

Lalitha
@librarian_lali

@akauro @mehlibrarian Eeep -disregard that question. I was thinking of LibChat...totally different product. #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@akauro @librarian_lali When/If the university starts going through my email, I'll start worrying about saving my consults in that program. I know it is possible, but I suspect the university IT has much bigger fish to fry than my email account. I guess it is a risk assessment issue. #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@lisalibrarian Do you think students want their professors know they check out the Avengers DVDs when they were supposed to be checking out Thoreau? #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@lisalibrarian True, but when I look at what is being done with how many times a student visits the library, I have to wonder what comes next #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@lisalibrarian But can we guarantee protection? Until we are sure, we must think carefully about what we collect. #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@lisalibrarian I'm not saying they are analogous, I'm saying people want to take the easiest route. Rellying on data is that route, rather than actually thinking about what is going on. At lease in my experience. How can we make sure people look at the whole picture, not what is easy. #critlib

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@lisalibrarian I know I am new to this area, since I've been in an RDM fog for the last several years, and maybe my background with patient data clouds the way I see student data, but I think we need to keep exploring other avenues to show library value. #critlib

19 HOURS AGO

Michelle Boule
@wanderingeyre

Thanks to the #critlib discussion tonight, I changed the way we handle holds and ILLs while they are waiting to be picked up. I put the books in envelopes on the shelf.

19 HOURS AGO

Zoe Fisher
@zoefisher_

portrait of a marriage between a librarian and a #histoftech scholar: I moderate a #critlib chat about patron privacy while @iainwatts is at a talk by @katecrawford about bias in machine learning at UW

19 HOURS AGO

Katherine Ahnberg
@teach_research

Anyone interested in patron privacy, take a look over at this evening's #critlib #libraries twitter.com/zoefisher_/sta...

19 HOURS AGO

Margaret Henderson
@mehlibrarian

@rmazar @lisalibrarian And hospitals train all employees in privacy and there are legal ramifications if any data is released. And yet still there are data breaches. Aside from some FERPA training, that doesn't happen at academic institutions. Shouldn't we learn from them #critlib

19 HOURS AGO

bloodredruby
@bloodredruby

So sorry I missed tonight's #critlib chat on patron privacy. (Parenting!) Reading through the discussion now -- and hope we can come back to this sometime.

18 HOURS AGO

Anonymous Critlib
@CritLib_anon

The reality about patron data is that most of us, especially in universities, if we actually understand what data is already being collected, know it is a losing battle, and know we will roll over in a heartbeat when the bosses come calling. #critlib

18 HOURS AGO

Anonymous Critlib
@CritLib_anon

The rallying cry of "Privacy!" is infinitely easier to remain principled to in the abstract. I'd love to see the libraries that tell database vendors "but privacy" when they want to know how staff will handle pdf scraping that violates the terms of their contract. #critlib

18 HOURS AGO

Lisa Hinchliffe
@lisalibrarian

Proud to have worked on this ... library.illinois.edu/staff/administ... #critlib twitter.com/zoefisher_/sta...

17 HOURS AGO

README @ UCLA
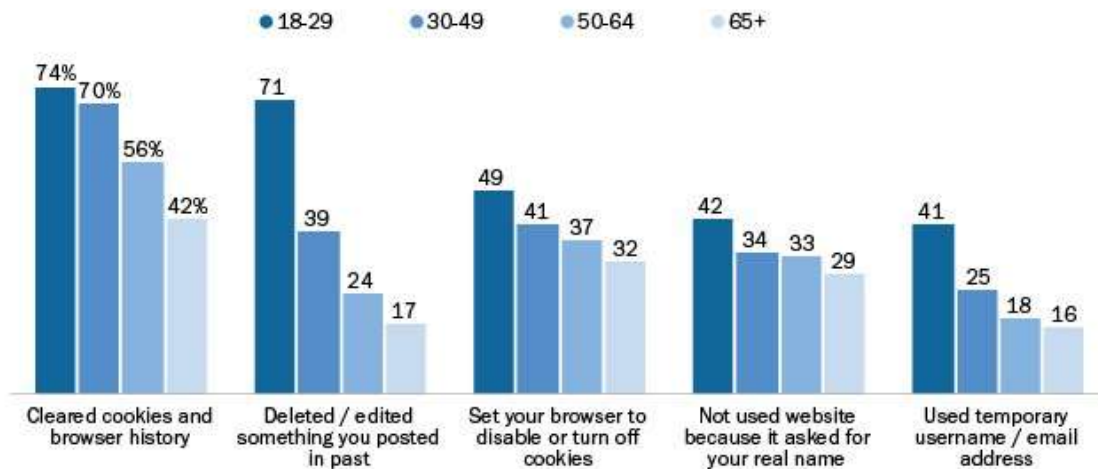@uclareadme

@zoefisher_ A few resources that might be useful for @carolynthelib: ala.org/advocacy/priva... ala.org/lita/advocacy/... eff.org/deeplinks/2016... #critlib

🐦 16 HOURS AGO

Young adults are the most likely to use most strategies to be less visible online

% of adults who report varying levels of sensitivity about the following kinds of info

● 18-29   ● 30-49   ● 50-64   ● 65+

Source: Survey of U.S. adults conducted Jan. 10-27, 2014.

PEW RESEARCH CENTER

@zoefisher_

Some data from Pew Research Center on this topic below (source: pewresearch.org/fact-tank/2016...) Related question—even if we presume patrons are not privacy-oriented, to what extent is it (or could it be) our role to discuss privacy in outreach and #infolit efforts? #critlib pic.twitter.com/ZzncP7XPHo

🐦 README @ UCLA @UCLAREADME · 16 HOURS AGO

README @ UCLA
@uclareadme

@mehlibrarian @carolynthelib 👋🏼 Hello from another UC campus! I had heard as a state institution, emails sent to/from UC employee addresses may constitute public records. Have you come across this? #critlib

🐦 16 HOURS AGO

README @ UCLA
@uclareadme

@mehlibrarian @carolynthelib In addition + a question for the #critlib thread, with email being a notoriously insecure medium and some library email hosted on surveilled platforms such as Gmail, has anyone here communicated privacy factors to patrons during email correspondence? Perhaps in a signature?

16 HOURS AGO

README @ UCLA
@uclareadme

@mehlibrarian @carolynthelib (some related reading to email's inherent lack of security here: wired.com/insights/2014/... #critlib)

16 HOURS AGO

README @ UCLA
@uclareadme

@A_____Martinez @mehlibrarian One idea could be to use Google as case study & identify questions that could apply to platforms students encounter in the future. For instance, how does a service make money? If a service is free to us, how might our personal data be the product? What data is collected? #critlib

16 HOURS AGO

README @ UCLA
@uclareadme

@KristinBriney In addition to one-shot sessions, could privacy training also occur in libraries in more informal, social public program formats, i.e. cryptoparties (cryptoparty.in)? We are EFA members (eff.org/electronic-fro...)—another place to look for local collaborators. #critlib

15 HOURS AGO

Charissa Explains It All
@CharissaAPowell

Thank you to @zoefisher_ for facilitating last night's #critlib chat and everyone who participated! I was a sleepy pants last night but I'm reading through it now like 😍😍😍

9 HOURS AGO

John Jung
@johnjungdotus

Thanks for a great topic. Re: Q5-I'd love to follow more library programmers concerned w privacy + code to see what ppl are up to. #critlib

9 HOURS AGO

Jade
@bjaded90

Catching up on last night's #critlib discussion! Looks like another great one!

9 HOURS AGO

Christine M. Moeller
@christinemmoe

Thanks to @zoefisher_ and everyone who participated in last night's #critlib discussion. I was too fatigued to join in, but I'm enjoying catching up this morning. Important discussion!

8 HOURS AGO

Jade
@bjaded90

This is a great reminder when talking about the different ways and means of searching for information! #critlib twitter.com/A_____Martinez/...

8 HOURS AGO

Jade
@bjaded90

Late to the discussion but something I find troubling is that our students are often not concerned about their privacy. We focussed on this for a week in my credit-bearing courses & some students felt that big data was great because products were made with them in mind. #critlib

8 HOURS AGO