EVERYDAY PRIVACY

LIBRARY ETHICS

Exercise 1: Spectrum Questions

United Nations Universal Declaration of Human Rights
Article 12
> No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

https://www.un.org/en/universal-declaration-human-rights/index.html

International Federation of Library Associations and Institutions Code of Ethics for Librarians and Other Information Workers
Item 3: Privacy, secrecy and transparency
> Librarians and other information workers respect personal privacy, and the protection of personal data, necessarily shared between individuals and institutions.
>
> The relationship between the library and the user is one of confidentiality and librarians and other information workers will take appropriate measures to ensure that user data is not shared beyond the original transaction.
>
> Librarians and other information workers support and participate in transparency so that the workings of government, administration and business are opened to the scrutiny of the general public. They also recognize that it is in the public interest that misconduct, corruption and crime be exposed by what constitute breaches of confidentiality by so-called 'whistleblowers'.

https://www.ifla.org/publications/node/11092

United States Constitution
Amendment 4: Searches and Seizures
> The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

https://usconstitution.net/xconst_Am4.html

American Library Association Code of Ethics
Article 3
> We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/proethics/codeofethics/Code%20of%20Ethics%20of%20the%20American%20Library%20Association.pdf

Tennessee Library Association
Second core value
<mark>Confidentiality / Privacy</mark>
https://cdn.ymaws.com/www.tnla.org/resource/collection/4F3A969F-18B3-4250-B6B8-1E14A25CB1B9/STRATEGICPLAN2012-17.pdf

Tennessee Library Association Intellectual Freedom Committee charter
<mark>Encourage libraries to develop circulation policies and practices that ensure patron privacy.</mark>

<mark>Encourage libraries to develop internet use policies that insure access while respecting patron privacy.</mark>
https://cdn.ymaws.com/www.tnla.org/resource/collection/9750D700-23CA-49C0-AF64-4658B053A6BC/INTELLECTUAL_FREEDOM.pdf

Tennessee Code
TITLE 10. PUBLIC LIBRARIES, ARCHIVES AND RECORDS
CHAPTER 8. CONFIDENTIALITY OF LIBRARY RECORDS
[see next page]

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                         TENNESSEE CODE
          TITLE 10. PUBLIC LIBRARIES, ARCHIVES AND RECORDS

            CHAPTER 8.  CONFIDENTIALITY OF LIBRARY RECORDS

             Tenn. Code Ann. §  10-8-101 - § 10-8-103
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§ 10-8-101. Definitions

As used in this chapter, unless the context otherwise requires:

   (1) "Library" means:

      (A) A library that is open to the public and established or operated by:

           (i) The state, a county, city, town, school district or any other
political subdivision of the state;

      (ii) A combination of governmental units or authorities;

      (iii)A university or community college; or

   (B) Any private library that is open to the public; and

   (2) "Library record" means a document, record, or other method of storing
information retained by a library that identifies a person as having requested or
obtained specific information or materials from such library. "Library record" does
not include nonidentifying material that may be retained for the purpose of
studying or evaluating the circulation of library materials in general.

§ 10-8-102. Disclosure prohibited -- Exceptions

   (a) Except as provided in subsection (b), no employee of a library shall
disclose any library record that identifies a person as having requested or obtained
specific materials, information, or services or as having otherwise used such
library. Such library records shall be considered an exception to the provisions of
§ 10-7-503.

   (b) Library records may be disclosed under the following circumstances:

   (1) Upon the written consent of the library user;

   (2) Pursuant to the order of a court of competent jurisdiction; or

   (3) When used to seek reimbursement for or the return of lost, stolen, misplaced
or otherwise overdue library materials.

§ 10-8-103. Applicability

 The provisions of this chapter shall apply to libraries included within the
provisions of chapters 1 and 3-5 of this title.

Exercise 2: Personal Threat Model

1) What do you want to protect?

2) Who do you want to protect it from?

3) How likely is it that you will need to protect it?

4) How bad are the consequences if you fail?

5) How much trouble are you willing to go through to prevent the consequences?

Exercise 3: Patron Threat Models

1) What do you want to protect?

2) Who do you want to protect it from?

3) How likely is it that you will need to protect it?

4) How bad are the consequences if you fail?

5) How much trouble are you willing to go through to prevent the consequences?

Personal Identifiable Information
Personal information (PII) is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

Principle of Least Privilege
The principle of least privilege requires every user can access only the information and resources they need to do their job.

Encryption
Encryption is the process of encoding a message or information in such a way that only authorized parties can access it and those who are not authorized cannot access it.

Two-Factor Authentication
Two-factor authentication is a method of confirming a user's claimed identity in which a user is granted access only after successfully presenting two or more pieces of evidence to an authentication mechanism.

Privacy Notice

The information you submit to Nashville Public Library is confidential. Your library card application information, online account settings (including e-mail address), and checkout records fall into this category. We will not share this information or any other personal information about library customers with outside parties unless required to do so by a court order.

Information Collection

The library and its third party vendors do keep track of how users navigate our web sites: which pages are most frequently used, popular search paths, domains of users (to find out where our users are visiting from), and other information that helps us make adjustments and improve our service. This information is not shared, and is used by us for general and not individual statistics.

The library uses Google Analytics and a Google Analytics Advertiser Feature called Google Analytics Demographics and Interest Reporting to count website visitors. If you would like to opt out of Google Analytics Demographics and Interest Reporting, you can use Google's available opt-out tools.

Cookies

Nashville Public Library uses cookies to maintain authentication when you are logged in to or return to our site. Many of the third party vendors we use to provide services like databases and audiobooks use cookies, as well. These vendors do not have access to your account or PC. These cookies do not affect your PC or its settings in any way, and are used only to make navigating some of our services possible. Some cookies used on the library website, including Google Analytics, will remain on your computer after your Internet session. Learn more about cookies and protecting your privacy online at OnGuard Online.

Linked Websites

Nashville Public Library's website includes many links to outside sources. Those sites have different privacy statements and the Library's notice does not apply. Individuals should always take care before sharing personal information, credit card numbers, or other sensitive information via the Internet.

Background

The Seattle Public Library protects the confidentiality of patron information as part of its commitment to intellectual freedom. Confidentiality and privacy are essential to free speech, free thought and free association.

Borrower Records

Confidentiality extends to all records with identifying information about patrons, including their requests for information and materials and their loan transactions. It also includes their use of Library computers and the online sites and resources they access. The Library will keep patron information confidential and will not disclose this information except as necessary for the proper operation of the Library, upon consent of the patron, pursuant to subpoena or court order, or as otherwise required by law.

Third Party Partners

The Library works with third party partners to provide certain services to Library patrons. Information a patron submits to the Library may be provided to these third parties so they can assist the Library in providing certain services. Patrons are encouraged to read and become familiar with the privacy policies of these third party partners.

External Websites

The Library website also contains links to external websites not maintained by the Library. The Library cannot be responsible for patron privacy when visiting other websites. Once patrons link to another website, they are no longer subject to the Library's Confidentiality of Patron Information policy, but the privacy policy or statement, if any, of the website they have linked to.

Applicability

This policy applies to all Library patrons. The parents or legal guardians of patrons under the age of 13 may have access to their child's borrowing record. Otherwise, this policy fully applies to minor patrons.

The Nahman-Watson Library protects patrons' privacy to the fullest extent of the law (Massachusetts General Laws Chapter 78, Section 7) and the Federal Educational Rights and Privacy Act of 1974 (FERPA). The American Library Association's Code of Ethics states: "We protect each library user's rights to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

1. Registration and Personal Information
Personal Information is information that can be used to identify you. When you visit the Nahman-Watson Library, we collect only the Personal Information you provide to us. We collect this information in two ways:

    a) When you submit a Web form, use the telephone, email, or chat reference to ask questions, or for any other purpose.

    b) When you provide Personal Information to register for or access your library card account.

2. Library Card Account Information
You will need a library card to check out books or DVDs or access databases from off-campus. We collect Personal Information from you, including your name, address, phone number, and email address, in order to sign you up for and maintain your library card account. While we ask for a form of ID when setting up the account, we do not store your ID number. We use the Personal Information you provide to us to respond to questions from you and to give you information about the status of your account, including holds and bills. We will never sell your information or use the Personal Information in your library card account for marketing purposes.

The library is a member of the C/WMARS network which provides the library's catalog, circulation system, and some online resources. Because your library card can be used to request items from all C/WMARS member libraries, the contact information you give us when you set up your account is visible to staff at the more than 140 C/WMARS member libraries. Circulation, borrower registration, and usage records are managed by C/WMARS and the Nahman-Watson Library observes their privacy policy (see www.cwmars.org/content/privacy-policy-0 for details).

We do not reveal your library card account information to anyone but you, except in the following circumstances:

● You can authorize individuals to pick up your holds and/or to borrow materials on your behalf, at your request. These individuals will need to have access to some of your information.

● If you fail to pay a library bill over $30.00 for more than 30 days (payment for a lost book, for example), a hold will be put on your account in the college's financial database. Other college staff will be able to see that you have a bill with the library, but will not be able to access other information about your library account.

● In the case of a valid order, subpoena, or warrant, the library may be required to share your information with the relevant authorities.

No confidential information on library patrons will be revealed without a subpoena or search warrant.

3. Account password
When you open a library card account, library staff will set a password for you, which you can reset. You password is encrypted and is not visible to library staff. This means that we cannot look up your password for you, but we can reset it.

4. Library account records
Library records which may reveal your interests or research, including books checked out, bills due, and holds placed, are protected by law and library policy. Your checkout history is purged from your account 7 days after you return items and your hold history after you pick up the item or the hold expires. Library staff are able to see the last patron who checked out a particular item, which means that your name will be linked to the record for a book or other library item until another patron checks out that same item.

For some expensive items, including laptops, telescopes, bicycles, wireless hotspots, digital cameras, etc., you will be asked to sign a waiver, which may also include some Personal Information. The library will retain the signed form until you return the item in good condition. If the item is returned in good condition, we will shred the form. If the item is damaged, we will retain the form until you have paid a fee, after which it will be shredded.

5. Internet usage
You may use library desktop computers without registering or submitting any Personal Information. The library keeps no permanent record of the internet sites you visit, the online resources you use, or the searches you perform on our website. All usage data is purged from library computers at the end of every user session. When you check out a laptop, the library resets the computer, purging any data that may be saved to it, upon its return.

6. Third-party services
The Nahman-Watson Library has contracts with many third-party vendors. These include the databases that you access through the library website, including Ebsco, Films on Demand, Gale, and more. In order to sign in to these services from off-campus, you must sign in with your library card number and password. The Nahman-Watson Library and C/WMARS do not share your library account information with these vendors, but do verify that you have a valid account. Some vendors may ask you to provide additional information to set up a personal account. Please be aware that these third-party vendors have different privacy policies and may track your online activity in ways that the library does not.

Resources:

ALA Privacy Toolkit--how to do a privacy audit and write a privacy policy
→ http://www.ala.org/advocacy/privacy/toolkit/policy

ALA Privacy Checklists--private to-dos for your library
→ http://www.ala.org/advocacy/privacy/checklists

Threat Models
Assessing Your Risks
→ https://ssd.eff.org/en/module/assessing-your-risks

Encryption
What Is Encryption?
→ https://ssd.eff.org/en/module/what-encryption

Passwords
→ https://ssd.eff.org/en/module/creating-strong-passwords

Diceware
→ https://ssd.eff.org/en/module/animated-overview-how-make-super-secure-password-using-dice
→ https://www.eff.org/files/2016/07/18/eff_large_wordlist.txt

Animated Overview: Using Password Managers to Stay Safe Online
→ https://ssd.eff.org/en/module/animated-overview-using-password-managers-stay-safe-online

KeePassXC
→ https://keepassxc.org/
→ https://ssd.eff.org/en/module/how-use-keepassxc

LastPass
→ https://www.lastpass.com/

1Password
→ https://1password.com/

Two-factor Authentication
How to: Enable Two-factor Authentication
→ https://ssd.eff.org/en/module/how-enable-two-factor-authentication

FreeOTP
→ https://freeotp.github.io/

Yubikey
→https://www.yubico.com/