ILLINOIS LIBRARY
LAWS & RULES

In Effect January 1, 2020

SERVING OUR PUBLIC 4.0
STANDARDS
FOR ILLINOIS
PUBLIC
LIBRARIES

ILLINOIS LIBRARY ASSOCIATION 2

The Urbana
Free Library:

*Policies
&
Staff
Handbook*

The Urbana Free Library

CONFIDENTIALITY OF RECORDS

In accordance with the American Library Association's policy on the confidentiality of library records (adopted January 20, 1971), and the Illinois State "Library Records Confidentiality Act" (83-179, effective January 1, 1984) (75 Illinois Compiled Statutes 5/1-7 and 75 Illinois Compiled Statutes 70/1), The Urbana Free Library recognizes all registration and circulation records as confidential in nature. Such records include all information identifying the names of Library users with specific materials.

☐	[Hummingbird Salamander](#)	Vandermeer, Jeff	9/13/2021	The Urbana Free Library	🎧
☐	[Greenlights](#)	McConaughey, Matthew	9/12/2021	The Urbana Free Library	📖
☐	[Chetna's 30-minute Indian : quick and easy everyday meals](#)	Makan, Chetna, author.	9/10/2021	The Urbana Free Library	📖
☐	[Chetna's healthy Indian : vegetarian : everyday veg and vegan feasts effortlessly good for you](#)	Makan, Chetna, author.	9/10/2021	The Urbana Free Library	📖
☐	[Life is what you bake it : recipes, stories & inspiration to bake your way to the top](#)	Lomas, Vallery, author.	9/9/2021	The Urbana Free Library	📖

1 [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [...](#)

Delete Selected   **Change Preferences**
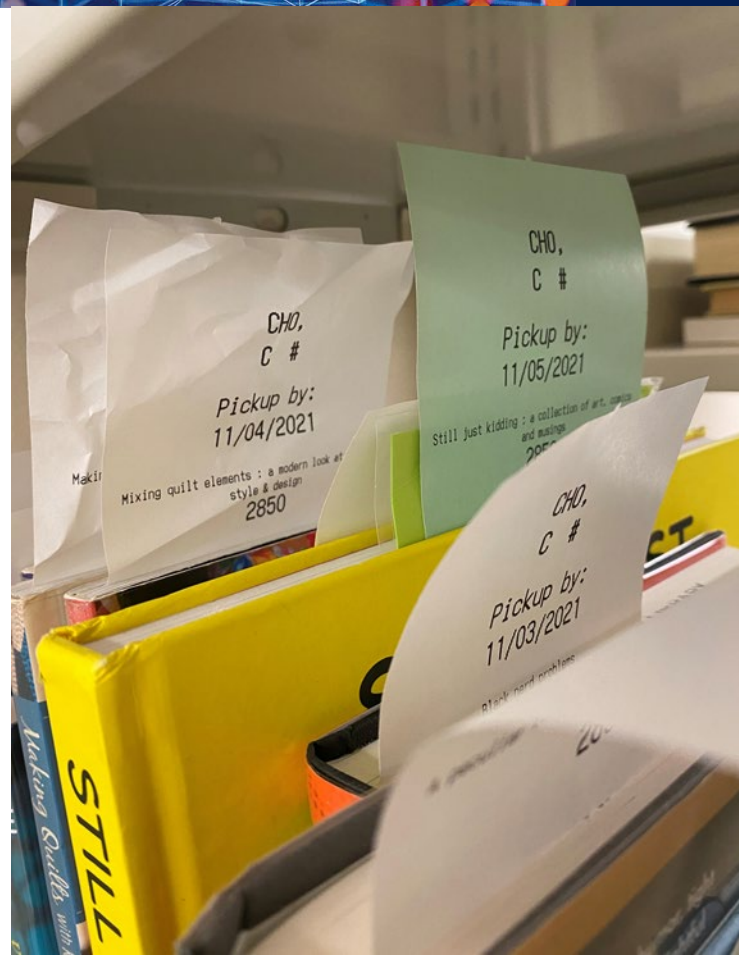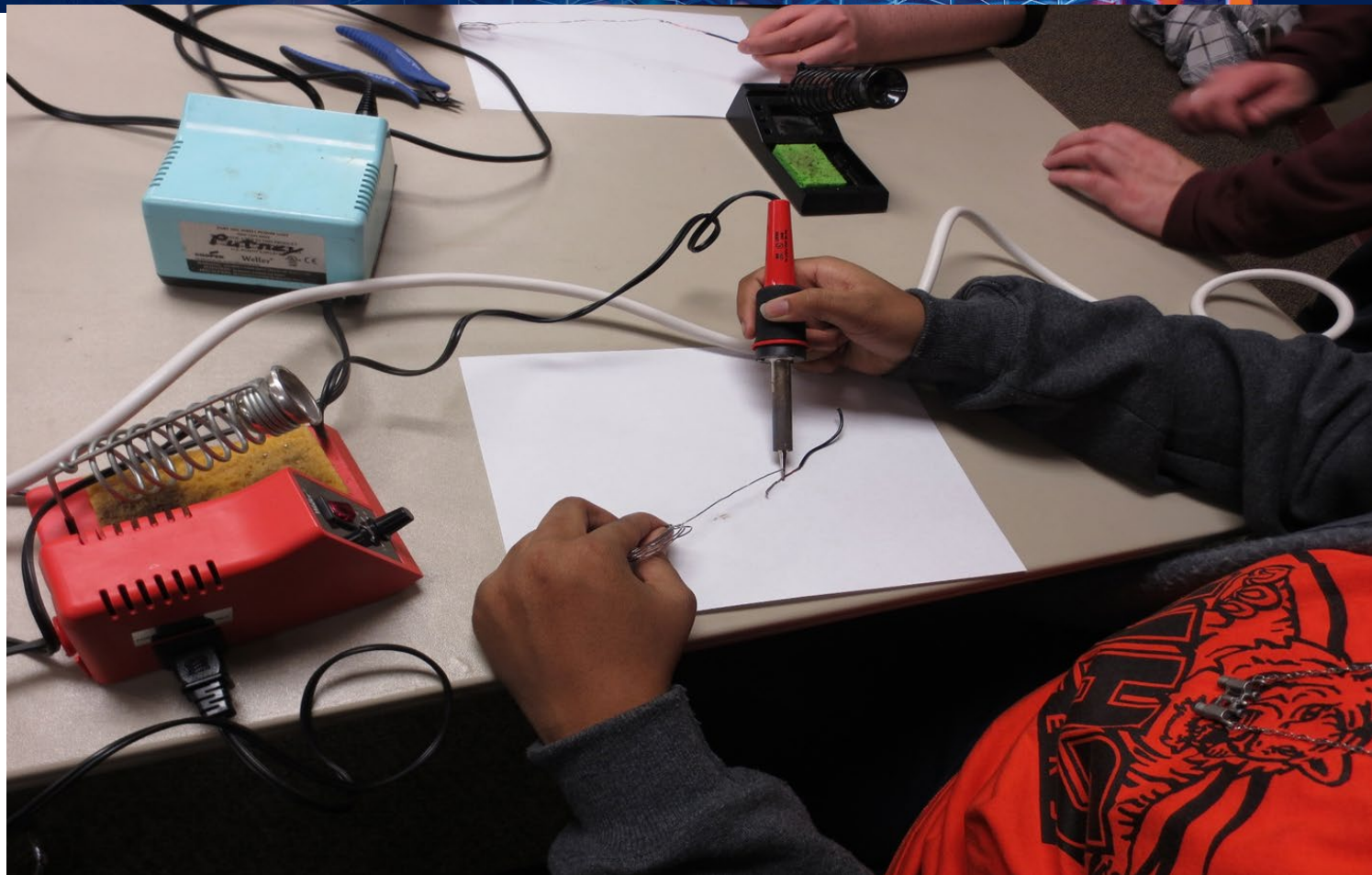
Hold
Shelf

A-L   M-Z

CHO,
C #

Pickup by:
11/04/2021

Mixing quilt elements : a modern look at
style & design
2850

CHO,
C #

Pickup by:
11/05/2021

Still just kidding : a collection of art, comics
and musings

CHO,
C #

Pickup by:
11/03/2021

Image from: Sam Howzit, CC BY 2.0 <https://creativecommons.org/licenses/by/2.0>, via Wikimedia Commons

Masooda Bashir: My Research Interests

Privacy

Digital Information

Humans and Society

Trust

Security

Digital Information
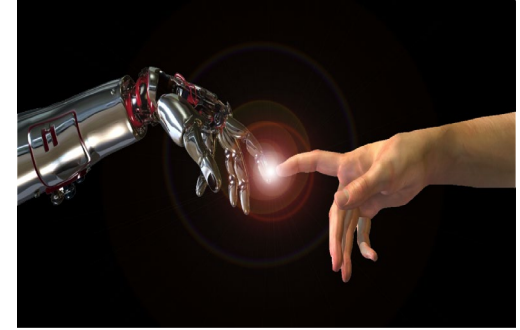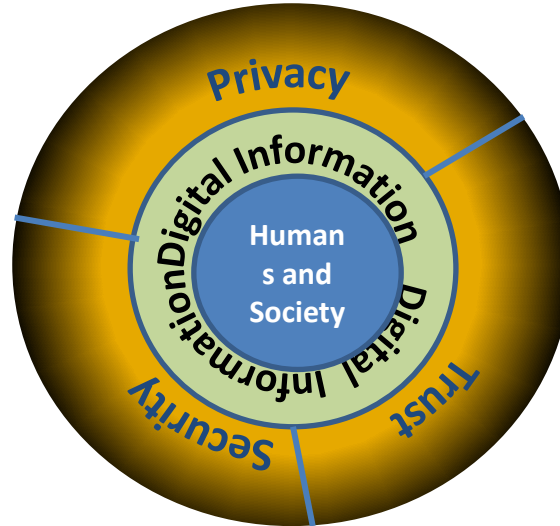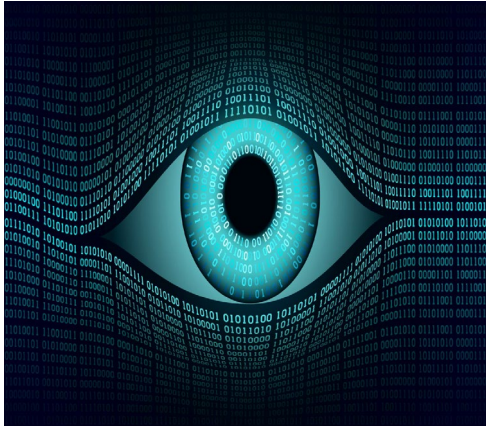
Why Public Libraries and Privacy?

- American Library Association (ALA) has a long-standing reputation of being on the forefront of protecting patrons' privacy

- ALA's strong position on intellectual freedom and privacy rights.
  - Privacy Policy, Code of Ethics, and Library Bill of Rights

- There are 9,000 public library systems in the US (Rosa, 2019).

- Due to the Digital revolution & Social changes in the US public libraries now play a critical role in providing access to electronic government services and information for a significant proportion of the U.S. population (Jaeger & Fleischmann, 2007)
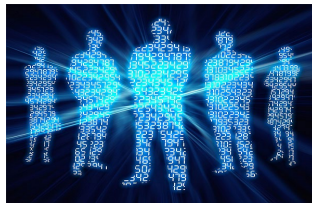
Importance of Public Libraries to Young People

According to research conducted by the Pew Research Center, younger people are among the most likely to take advantage of public library resources and trust the information public libraries provide them.

About half of U.S. Millennials have visited a public library or bookmobile in the past year

% in each generation who visited a _____ in the past 12 months (2016)

Public library/bookmobile in person

Millennials (Ages 18-35)	Gen X (36-51)	Baby Boomers (52-70)	Silent (71-88)
53	45	43	36

Public library website

Millennials	Gen X	Boomers	Silent
41	33	24	11
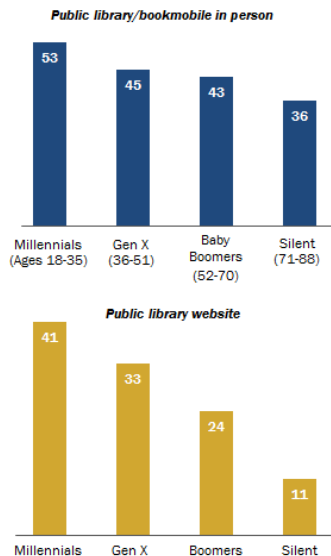
Source: Survey conducted Sept. 29-Nov. 6, 2016.
PEW RESEARCH CENTER

Millennials more likely than older generations to say libraries help them find trustworthy information, learn new things and make informed decisions

% of adults who say they think the public library helps them ...

	Find information that is trustworthy and reliable	Learn new things	Get information that helps them with decisions they have to make
All U.S. adults	78%	76%	56%
Millennials (18-35)	87	85	63
Gen X (36-51)	77	76	54
Boomers (52-70)	74	72	55
Silent (71-88)	68	65	48
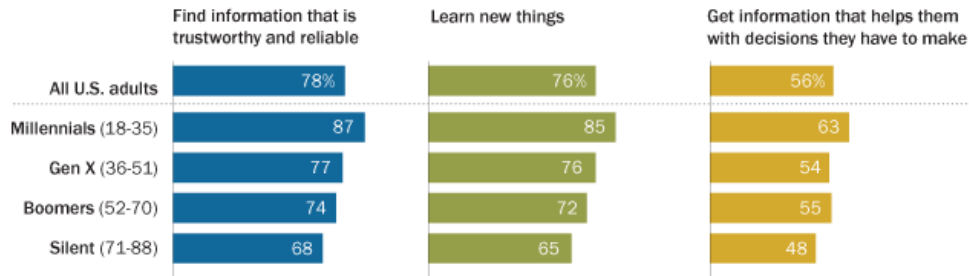
Source: Survey conducted Sept. 29-Nov. 6, 2016.
PEW RESEARCH CENTER

Importance of Public Libraries to Underrepresented Groups

Hispanics are the Most Likely to say a Library Closing Would Have a Major Impact on Them

% of those ages 16+ who say the closing of the local library would have a major impact on them and their families

All	32%
White	28
Black	35
Hispanic	49
Household income <$30K	37
$30K–$49,999	33
$50K–$74,999	29
$75K+	27

Source: Pew Research Center survey March 17-April 12, 2015.
N=2,004 Americans ages 16 and older

PEW RESEARCH CENTER

According to Pew, communities of color and socioeconomically disadvantaged people were most likely to say that libraries are central to their lives.
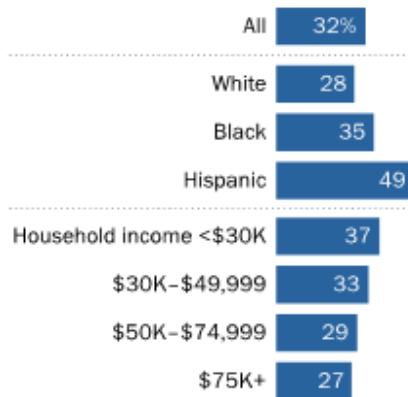
Some Groups are Especially Likely to Say Libraries Help People Learn About new Technologies

% of those ages 16+ who say libraries help people in their community "a lot" to learn about new technology

All	31%
White	29
Black	35
Hispanic	42
Household income <$30K	38
$30K–$49,999	32
$50K–$74,999	30
$75K+	22
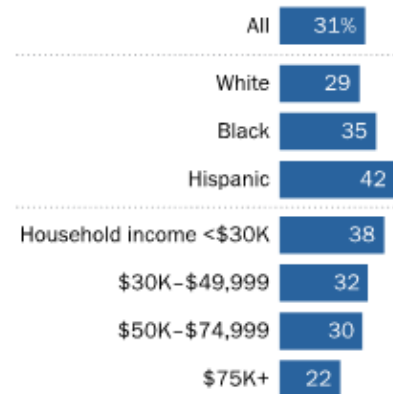
Source: Pew Research Center survey March 17-April 12, 2015.
N=1001 Americans ages 16 and older

PEW RESEARCH CENTER

www.pewresearch.org/internet/2015/09/15/lower-income-americans-and-communities-of-color-more-likely-to-see-libraries-as-community-anchors/

Research Question: What Is the State of Patron Privacy in Public Libraries?

- The American Library Association (ALA) states
  "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists. "

- However, little is known about the way that public libraries engage with patron privacy, the protections they employ, or the degree of responsibility they assume for protecting their patrons' privacy.

Sample Related Publications

Loter, J. (2016). Gaining Insights and Protecting Privacy: De-identifying Patron Data at The Seattle Public Library. *Alki*, *32*(1), 11–13.

Lund, B. D. (2021). Public Libraries' Data Privacy Policies: A Content and Cluster Analysis. *Serials Librarian*, 1–9. https://doi-org.proxy2.library.illinois.edu/10.1080/0361526x.2021.1875958

Lund, B., & Beckstrom, M. (2021). The Integration of Tor into Library Services: An Appeal to the Core Mission and Values of Libraries. *Public Library Quarterly*, *40*(1), 60–76. https://doi-org.proxy2.library.illinois.edu/10.1080/01616846.2019.1696078

Maceli, M. G. (2019). Librarians' Mental Models and Use of Privacy-Protection Technologies. *Journal of Intellectual Freedom & Privacy*, *4*(1), 18–32. https://doi-org.proxy2.library.illinois.edu/10.5860/jifp.v4i1.6907

Marden, B. (2017). The Path to Creating a New Privacy Policy: NYPL's Story. *Journal of Intellectual Freedom & Privacy*, *2*(1), 5–7. https://doi-org.proxy2.library.illinois.edu/10.5860/jifp.v2i1.6295

McAndrew, C. (2020). LibraryVPN: A New Tool to Protect Patron Privacy. *Information Technology & Libraries*, *39*(2), 1–3. https://doi-org.proxy2.library.illinois.edu/10.6017/ital.v39i2.12391

Montana State University. (2018). *LG-73-18-0100-18*. Institute of Museum and Library Services. http://www.imls.gov/grants/awarded/lg-73-18-0100-18-0

Morehouse, S., Vitak, J., Subramaniam, M., & Liao, Y. (2020). *Creating a library privacy policy by focusing on patron interactions* doi:10.1007/978-3-030-43687-2_47 Retrieved from www.scopus.com

Newman, B., & Tijerina, B. (2017). *Protecting Patron Privacy a LITA Guide.* Rowman & Littlefield Publishers.

Noh, Y. (2017). A Critical Literature Analysis of Library and User Privacy. *International Journal of Knowledge Content Development & Technology*, *7*(2), 53–83. https://doi-org.proxy2.library.illinois.edu/10.5865/IJKCT.2017.7.2.053

Sweeney, M., & Davis, E. (2020). *Alexa, are you listening? An exploration of smart voice assistant use and privacy in libraries*. http://ir.ua.edu/handle/123456789/6783

Thomchick, R., & San Nicolas-Rocca, T. (2018). Application Level Security in a Public Library: A Case Study. *Information Technology & Libraries*, *37*(4), 107–118. https://doi-org.proxy2.library.illinois.edu/10.6017/ital.v37i4.10405

Wing, K. (2019). Use of Self-Service Holds in Maine Public Libraries. *Public Library Quarterly*, *38*(1), 85–102. https://doi-org.proxy2.library.illinois.edu/10.1080/01616846.2018.1548895

Wu, Z., Xie, J., Pan, J., & Su, X. (2019). An Effective Approach for the Protection of User Privacy in a Digital Library. *Libri: International Journal of Libraries & Information Services*, *69*(4), 315–324. https://doi-org.proxy2.library.illinois.edu/10.1515/libri-2018-0148

Yoose, B. (2017). Balancing Privacy and Strategic Planning Needs: A Case

Related National Leadership Grants

Recent National Leadership Grants for Libraries (NLGs) that focused on patron privacy in libraries:

- Montana State University investigated whether web analytics, which can help improve services, could responsibly be used in libraries, given their privacy implications.

- Alameda County Library was given an NLG to produce laminated privacy advocacy guides to be distributed at the ALA annual conference and other similar meetings.

- The Lebanon Public Libraries, et al. received an NLG to develop open-source software to offer a free and safe VPN to more public libraries

- "A National Forum on Web Privacy and Web Analytics: Action Handbook"

- "Library Values & Privacy in our National Digital Strategies: Field Guides, Convenings, and Conversations."

Research Goal

➢ **Identify what are the current practices at public libraries that protect patron privacy, and to understand the challenges that public libraries face in protecting Patron Privacy?**

➢ Applied and Awarded a Forum Grant from IMLS/NLG* in August 2020

*The Institute for Museum and Library Services (IMLS) awards National Leadership Grants for Libraries (NLGs) to aid " projects that address critical needs of the library and archives fields and have the potential to advance practice in these professions to strengthen library and archival services for the American public."
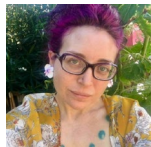
Forum Modification Due to COVID-19 pandemic

- Due to COVID-19 restrictions on travel and in-person meetings, we modified our **Forum plans**

- Revised Plan included:
  - Assemble an Advisory Board
  - Obtain IRB Approval
  - Deploy an online Survey
  - Conduct Virtual Focus Groups

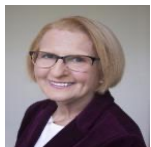# Current and Past Advisory Board Members for IMLS Research Grant

Erin Berman
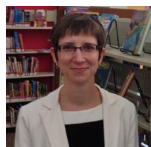Division Director of the Learning Group Alameda County Library

Marshall Breeding
Independent Consultant and Founder of Library Technology Guides
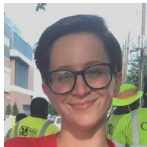
Deborah Caldwell-Stone
Deputy Director, ALA

Celeste Choate
Executive Director, Urbana Free Library

Lisa J Hinchliffe
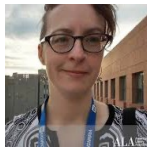Affiliate Professor, University of Illinois at Urbana-Champaign

Alison Macrina
Director, Library Freedom Project

William Marden
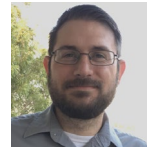Director of Privacy and Compliance, New York Public Library

Angela Maycock
Continuing Education Manager, PLA

Veronda Pitchford
Director, Califa Libraries

Joshua Stone
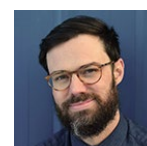Director of Digital Services, Southeast Florida Library Information Network

Bonnie Tijerina
Researcher, Data & Society

Becky Yoose
Library Data Privacy Consultant, LDH Consulting Services

Scott Young
Associate Professor, Montana State University

Online Survey

- The online survey link was emailed to 12000+ public librarians
- The data collection period started in March 2021 and ended in June 2021.
- We provided $20 bookshop.org gift cards for the first 308 participants that completed the survey
- 2000+ respondents clicked on the link to take our survey
- 819 participants completed the survey, and their responses were used for analysis
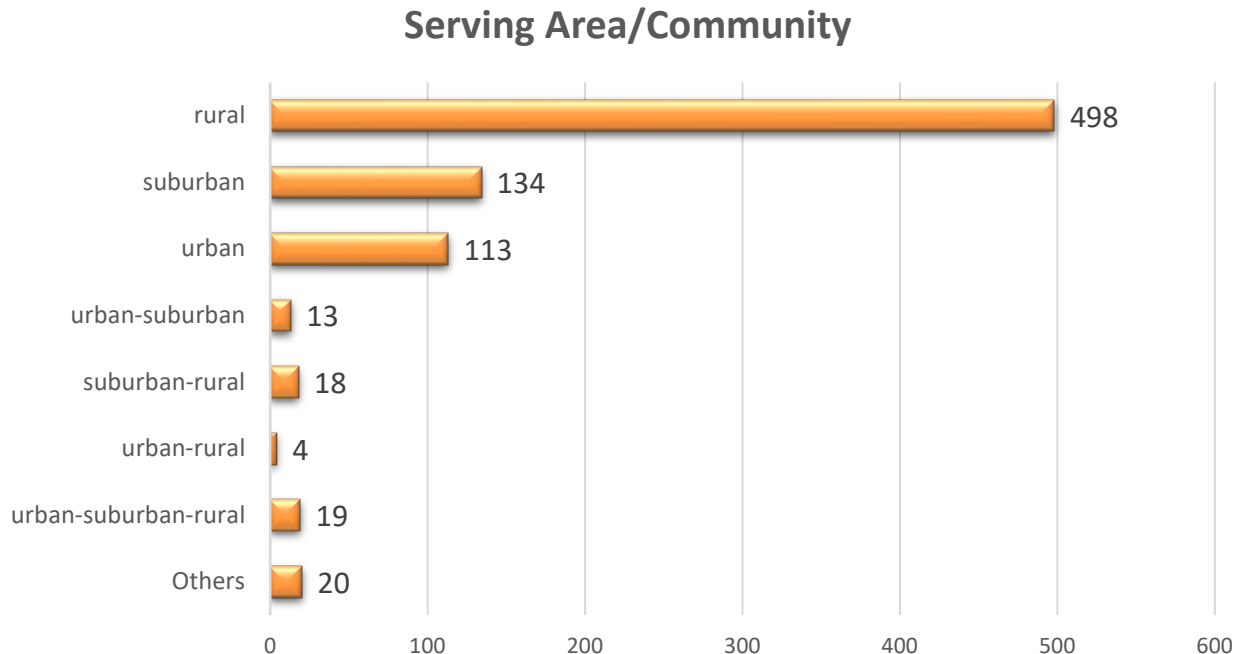
Survey Participants

- Respondent's Primary Role:
  - 51.2% library administration
  - 39.2% librarians, library staff, and/or supervisors
  - 1.6% IT staff

Respondent's Role

Role	Count
library administration	419
librarians, library staff, and/or supervisors	321
IT staff	13
Others	66
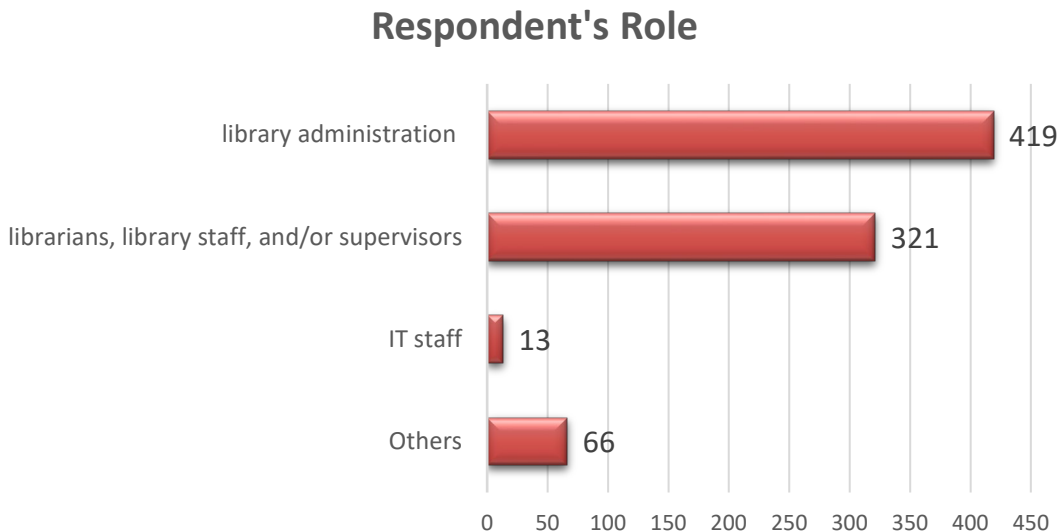
Survey Participants' Serving Community

Over 75% of the survey participants are serving rural or suburban areas.

Serving Area/Community

Category	Value
rural	498
suburban	134
urban	113
urban-suburban	13
suburban-rural	18
urban-rural	4
urban-suburban-rural	19
Others	20

0   100   200   300   400   500   600

Participants' responses: Employee training

- Library employee training on patron privacy protections:
  - 66% of respondents: library provides training on privacy protections
  - 26% of respondents: no such training for employees

- Only 25.4% respondents said the last training they attended was less than a year ago.

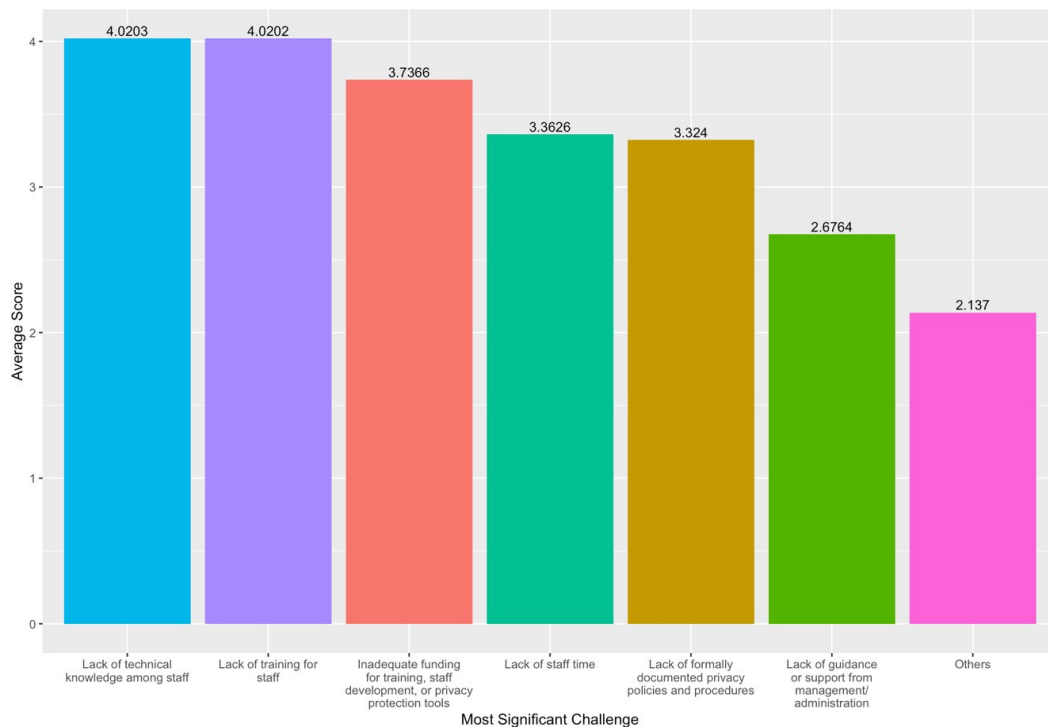# How well does the current policy protect patron privacy

In your opinion, how well does your library's current policy protect patron privacy?
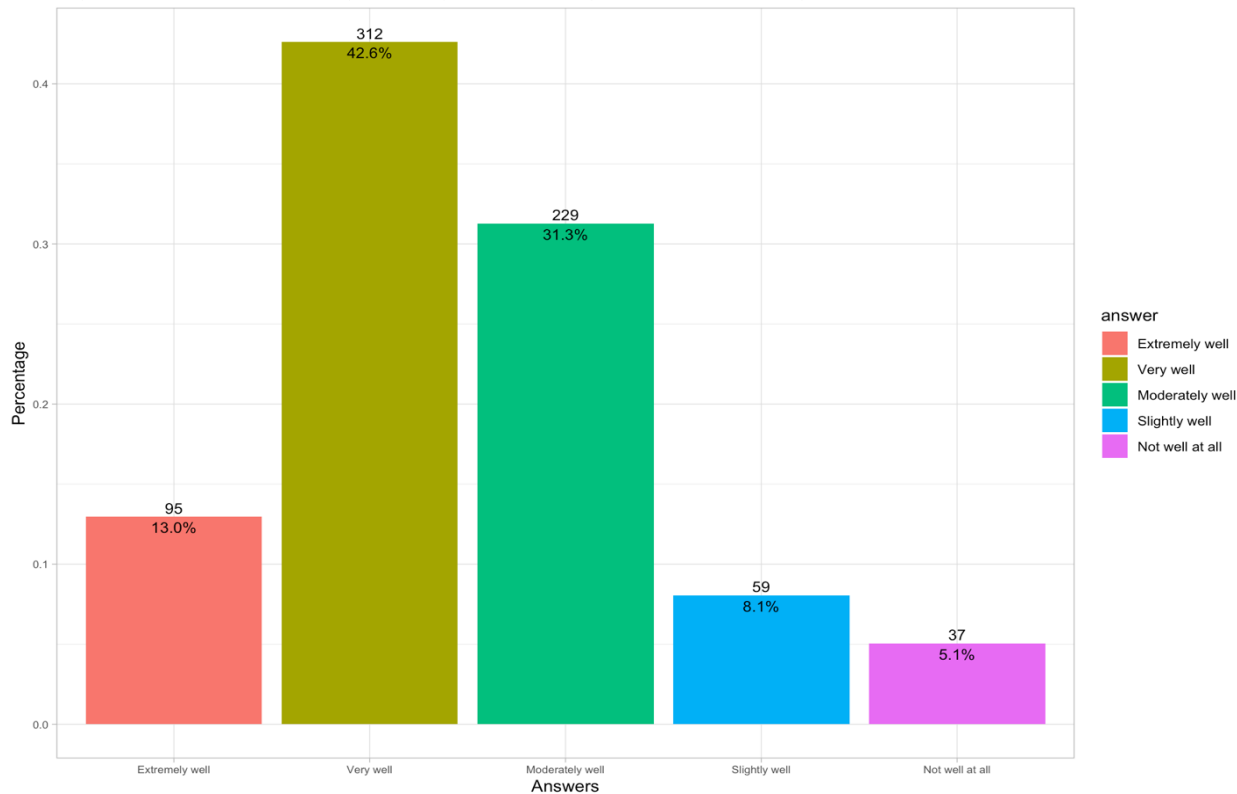
Most participants perceive their libraries protect patron privacy very well or moderately well.

What did respondents identify as the most significant challenge to patron privacy in their library

Most significant challenges:

- Lack of technical knowledge among staff

- Lack of training for staff

- Inadequate funding for training, staff development, or privacy protection tools

Library Information Technology Personnel

- Does your Library Employ IT staff?
  - Yes – 55%, No – 45%, Not sure – 2%
  - For participants answering "No" to the question above, 57% said the library contracts third-party providers to provide IT services

- A total of 140 participants indicated that their libraries **neither have any dedicated IT staff, nor use third-party IT service providers**

What did respondents identify as the action their library most needed to take to protect patron privacy
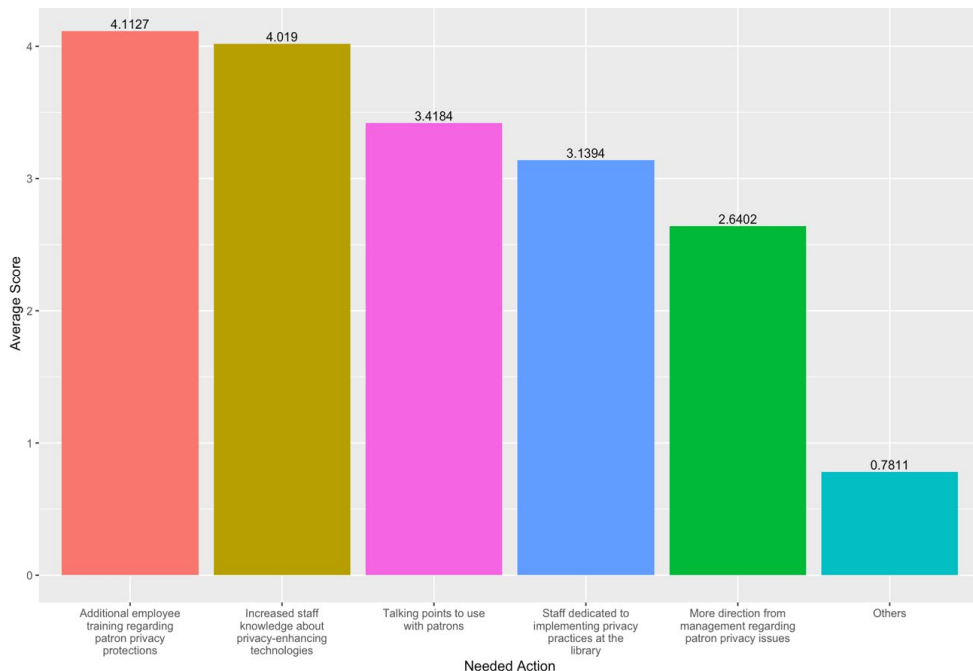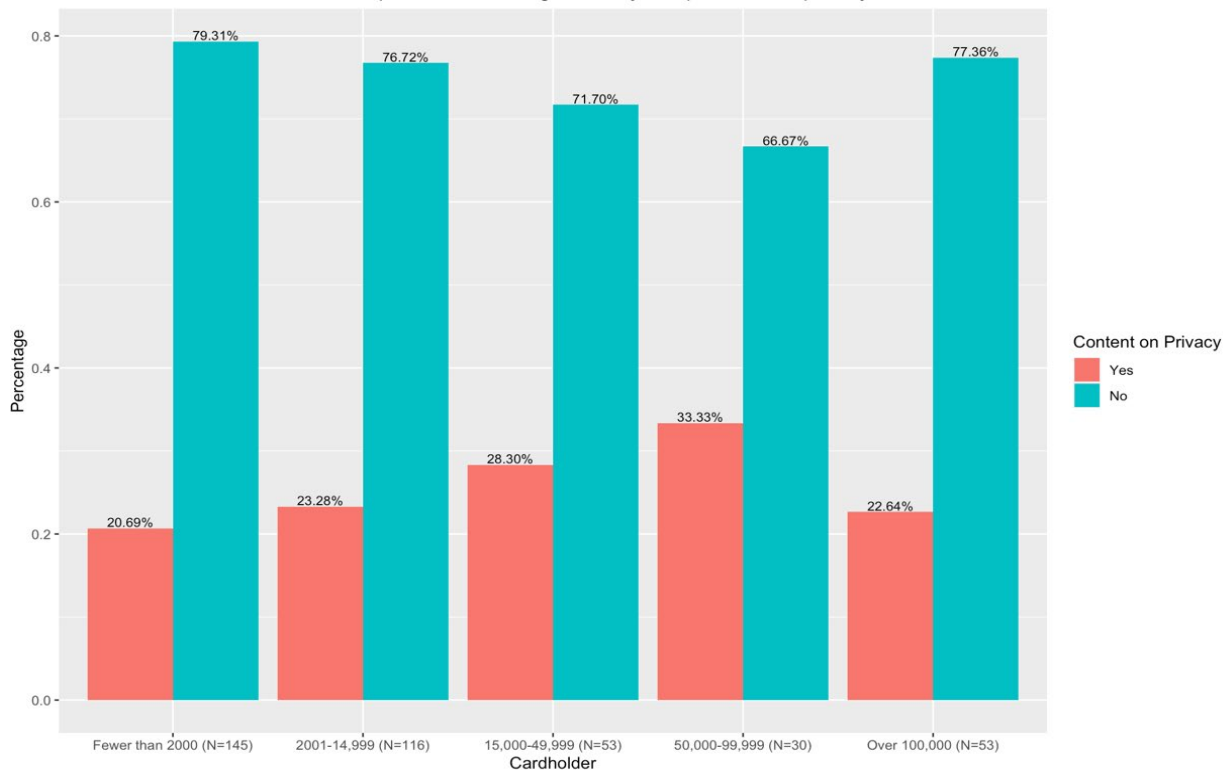

Most needed actions:

- Additional employee training regarding patron privacy protections
- Increasing staff knowledge about privacy-enhancing technologies

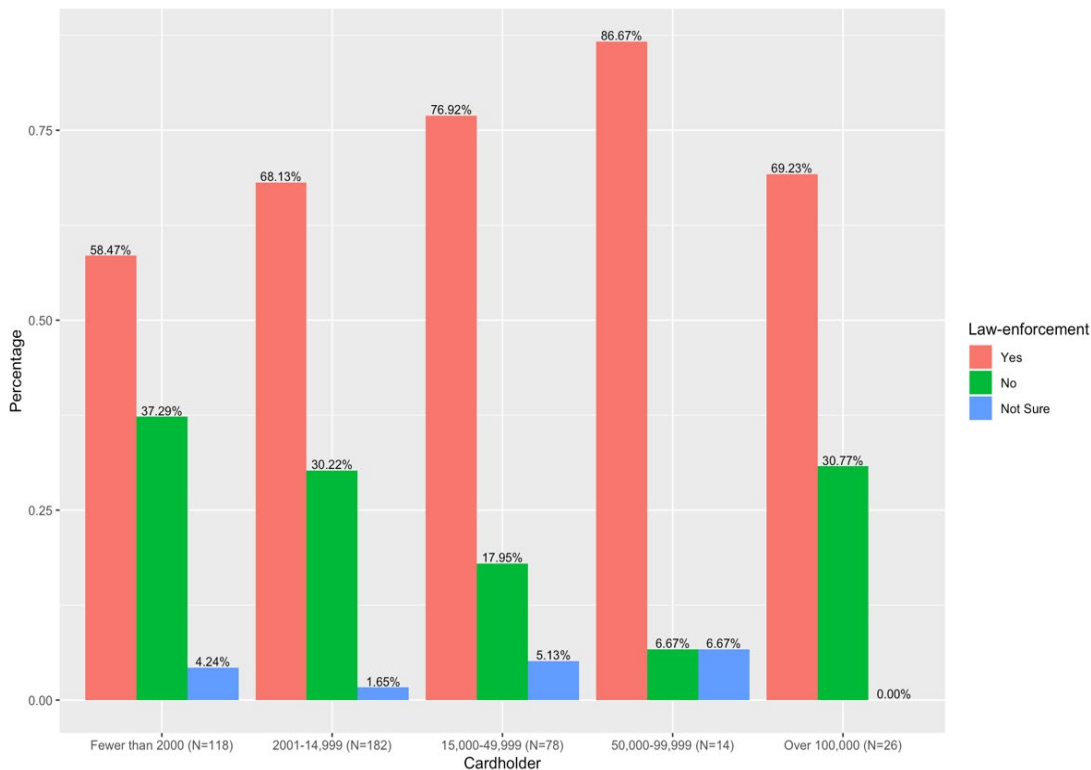## Library Size and Distributing Privacy Protections Flyers to Patrons

In general, libraries with more cardholders are more likely to publish flyers on patron privacy protections.
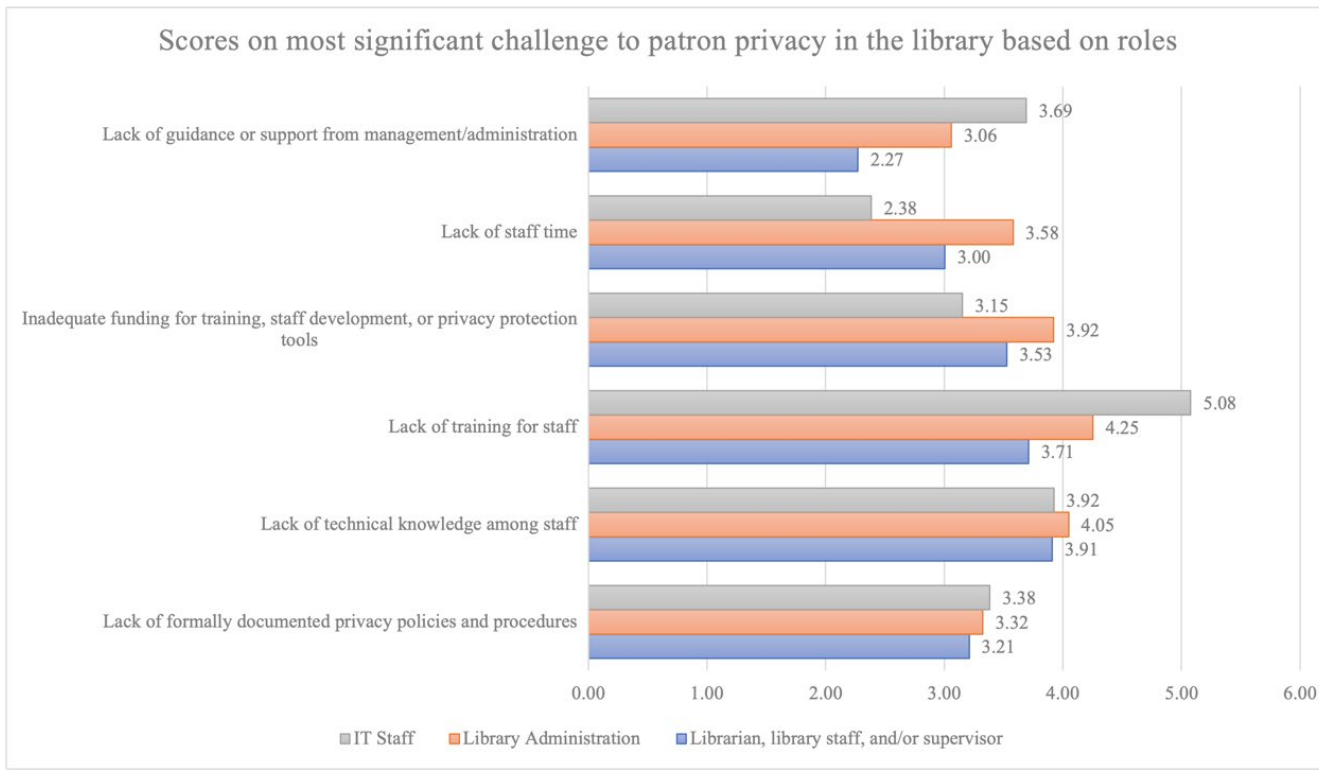
Library Size and Handling Law Enforcement Requests for Patron Information

Libraries with more cardholders are more likely to have dedicated staff to handle law enforcement requests.

Most significant challenge to patron privacy in the library based on role

Scores on most significant challenge to patron privacy in the library based on roles

Challenge	IT Staff	Library Administration	Librarian, library staff, and/or supervisor
Lack of guidance or support from management/administration	3.69	3.06	2.27
Lack of staff time	2.38	3.58	3.00
Inadequate funding for training, staff development, or privacy protection tools	3.15	3.92	3.53
Lack of training for staff	5.08	4.25	3.71
Lack of technical knowledge among staff	3.92	4.05	3.91
Lack of formally documented privacy policies and procedures	3.38	3.32	3.21

https://publish.illinois.edu/public-library-privacy-protection-forum/helpful-links/

National Forum for Privacy Protections in Public Libraries

Search

Home   People   **Resources**   Virtual Forum   Inclusion Strategy   Join Us

Next Steps

- Analyze and publish the Focus group findings
- Seek Funding from IMLS to develop tools and strategies for rural and small libraries to improve their patron privacy protections.

Privacy Protection Resources

- The next set of slides provides links to resources related to library privacy protections

ALA Privacy resources

ALA Privacy resources

- https://www.ala.org/aboutala/offices/oif

- https://www.oif.ala.org/oif/category/intellectual-freedom-news/

- https://www.ila.org/advocacy/making-your-case/privacy

New ALA/ IMLS privacy resources

Image from https://www.ala.org/advocacy/privacy/fieldguides
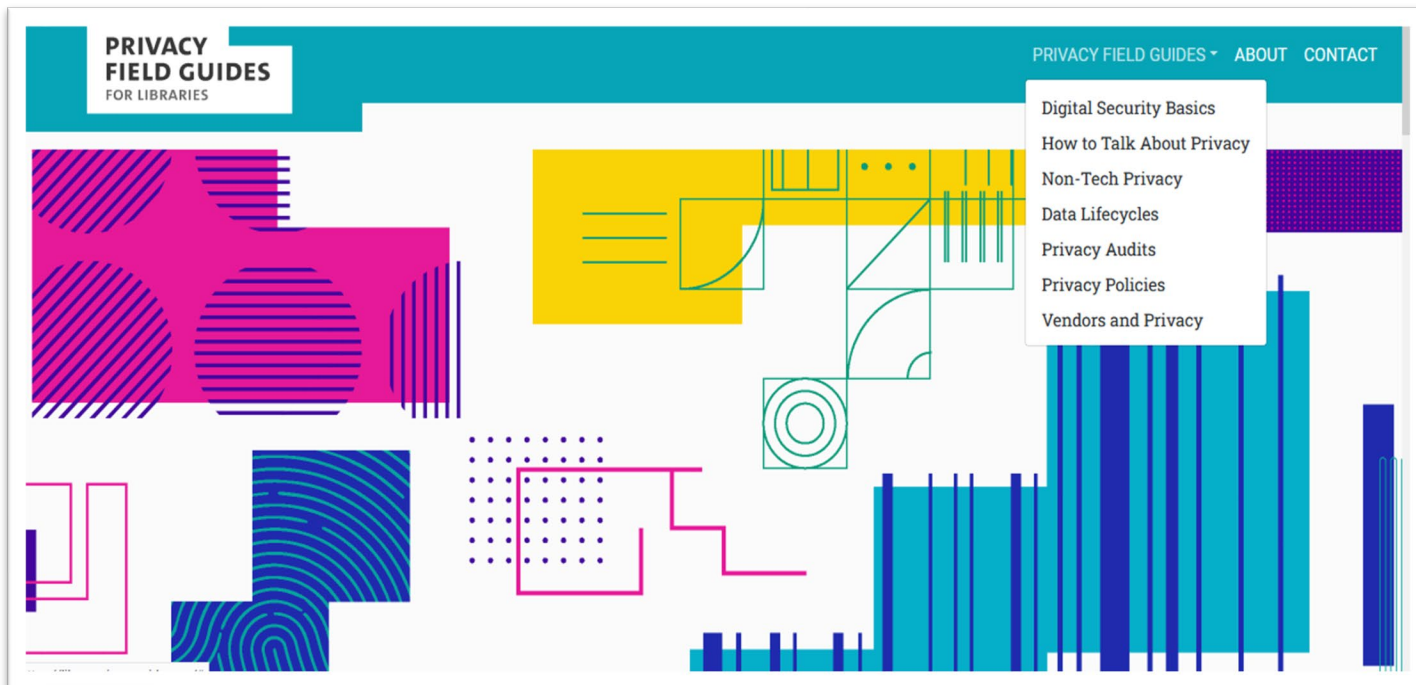
Related Projects

Data Privacy Project:

https://chooseprivacyeveryday.org/dataprivacyproject/

Library Freedom Project:

https://libraryfreedom.org/

Marshall Breeding's
https://librarytechnology.org/libraries/

Check out your library's
privacy and security report.

Library Technology Guides

Documents, Databases, News, and Commentary

Urbana Free Library

Privacy and Security Report Card

Category	Value	Explanation
Site		Website link: https://urbanafreelibrary.org/ Urbana, IL Urbana Free Library
Protocol [https]	✓	This site uses the https protocol which ensures that the information is encrypted between the web browser and the server transmitting the page. Encryption provides a private connection in which the content cannot be viewed by any third party able to capture network traffic.
Redirection	✓	This site always uses encryption. If a link refers to an non-encrypted version of a page, it will automatically be redirected to safely encrypted version .
Google Analytics	✓	This site uses Google Analytics, service offered by Google for recording and analyzing use. This service enables Google to know each page a user might access from this site. This organization has implemented Google Analytics using the Universal Analytics method.
Google Analytics Anonymized	✕	Google Analytics has been implemented but does not include the configuration to instruct Google to anonymize data from this site.
Google Tag Manager	?	Google Tag Manager was not detected on this site.

NYC Digital Safety Training:

https://nycdigitalsafety.org/

https://nycdigitalsafety.org/wp-content/uploads/2018/10/NYCDigitalSafety-ResourceList.pdf

National Cybersecurity Alliance:
https://staysafeonline.org

Electronic Frontier Foundation:
https://www.eff.org

We thank the IMLS National Leadership Grant for
funding this project and we
thank YOU for listening!
Questions?

Celeste Choate cchoate@urbanafree.org
Masooda Bashir, mnb@illinois.edu