Patron Data INaction

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_inaction and _indecision are **not options**. 

(mic drop)
Why We Jumped into the Rabbit Hole
Reactive
Proactive Procrastination
Began with a Security Focus / Need
minimizing risk

(HOW)
minimizing exposure

(WHAT and WHY)
1. **WMS** patron records

2. **Relais** patron records
ALA Guidelines:

"Libraries should limit the amount of personal information collected by the LMS about patrons. In general, the library should **collect the minimum** amount of personal information required to provide a service or meet a specific operational need."

Library Privacy Guidelines for Library Management Systems

http://www.ala.org/advocacy/privacy/guidelines/library-management-systems
ALA Code of Ethics:

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.”
Why Should You Care?

- users expect it (recent GDPR legislation)
- we claim to be experts in data stewardship
- ethical obligation to protect users' right to privacy
- legal obligation to protect library users' PII
- Michael Ridley’s AI bots want your data
How our Data Flows
Automated Patron Management System (UNBLAPMS)
Data Import/Export Process

- Merge pseudo-TSV from Colleague sources
  - FIELD1:VALUE\tFIELD2:VALUE
- Changes (New, Updated and Removed) tracked in DB
- XML of differences to WMS
- XML of all current patrons to Relais
What We Found
Fields

- First name
- Middle
- Last name
- Name (complete)
- Gender
- Birthdate
- Student number
- Profile type
- Full / part-time
- Dist Ed.

- Home Address(es)
- Local Address(es)
- Home and local Phone
- Email
- Barcode
- Majors
- Campus
- Library access
- Notes (gulp!)
Notes field(s):

“Professor has a penchant for writing in the margins.”

“Beware her wooden leg”

“Has vision limitations.”

“NB Driver’s License #863751346”

We even migrated some of these from Sirsi.
ALA Priority 1 Actions

- Request and store only the personal information about patrons necessary for library operations.
- Periodically remove data that is no longer necessary for library operations.

Library Privacy Checklist for Library Management Systems/Integrated Library Systems
http://www.ala.org/advocacy/privacy/checklists/library-management-systems
How We Went About Cleaning It Up
Data: **Import**

- Limit Colleague exported fields to bare minimum
- Limit data retention (7 days)
**Data: Storage**

- Remove old fields / old database
- Remove database copies
- Purge backups (what there are more copies?!)
Data: Export

- Clean/Clear existing data
  - Empty XML, “N/A”, “-”, “
    - Locally stored fields: Address, Phone, etc
    - Remote only: Gender, Birth Date, etc
  - Trial & error to see what stuck
  - Vendor consultation

- Send only required fields
Data: **Integrity**

- Ongoing “Reconciliation” Process
- Is what we’re storing on these remote services what we expect?
  - Data mismatch
  - Empty fields (are they still empty?)
- Data black holes
  - “Notes” field not in WMS export
New Processes
(Managed & Community)
Managed Users (UNB & STU)

- Primary contact becomes email only
- Students, staff and faculty have no address or phone numbers
  - Registrar or HR request
- No longer collect irrelevant data
- No notes (apart from fine actions)
Community / Alumni Users

- Primary contact becomes **email** only (big change for staff)
- **no address or phone numbers**
  - paper copy only / **two-year retention**
- driver’s license or **ID verified ONLY**; never recorded
- no longer collect irrelevant data
- **no notes** (apart from fine actions)
Things Left To Do

(it’s not over; it’s never over)
- Privacy Policy
- Reconciliation and Audit Cycles
- Retention Periods
  - delete OR anonymize?
- Data Sent in Library Notifications
- Restrict Record Access
Thank You!

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