Protecting Patron Privacy in the Digital Age

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Reimagining Electronic Health Records to Improve Clinical Decisions

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Grade Distribution

The general grade distribution shows the percentage of students receiving each grade, aggregated for the past 5 years.

Studies in African History

Cross-Listed as HISTORY 629

This course is an introduction to the major themes that have structured the study of African history. Each week's work will be organized around a key text, and student commentators will read and review related texts that illuminate the larger scholarly debate. The books vary widely in their subject matter, methodology, timescale, and geography. That is the point. The aim is to fertilize students' own research with new ideas, approaches, and problems.
At what cost?

With what protections?
Online activity logging

- Data tracked after logging into email, social media and other websites and apps.
Web bugs
- Tracks online behavior across multiple websites (like Facebook “Likes” and Google Analytics)
Digital audio and video capturing
- Voice and video recordings through phones, laptops, and other “smart” devices
Cell phone stingrays

- Location tracking of individual mobile phones
Card swipe databases

- Institution-issued ID cards to surveil entry into buildings, class attendance, etc.
STUDENT DIGITAL ECOSYSTEM:
TEACHING & LEARNING TOOL ADOPTION PROCESS

Curriculum Management System
- Academic policy
- Curricular structure
- Academic approvals
- Course scheduling

T&L Tools – Unizin plus
- LMS
- Collaboration
- Media Delivery
- Content Authoring
- Learning Analytics

Assessment
- Course level
- Program level

T&L Tool Adoption Process
How do we:
- Identify
- Analyze
- Prioritize
- Decide
- Maintain

Learn@UW-Madison Executive Team

Input from Campus
(EI, ITG, TLTAG, ITC, etc.)

Tools from Unizin
(Snapshot, Unizin Data Warehouse, Pressbooks, etc.)

Input & Tools from UW System
(Kaltura, BlackBoard Ultra, etc.)
Learning Analytics

Personalization

Ethics

Needs shared best practices

Hackin' Skills

Stats Skills

Institutional Capacity

Data Science

Research

Operations + Researchers

Soil

Institutional Expertise

Global

SHARE BEST PRACTICES
What are the concerns?
What guidance exists?
What can I do?
What are the concerns?

It violates professional ethics codes
What are the concerns?

Harms intellectual and academic freedom
What are the concerns?

Harms most vulnerable of library patrons
What are the concerns?

Harms most vulnerable of library patrons
What are the concerns?

Creates, reinforces, and/or leverages bias against patron groups
What are the concerns?

Inadequate or nonexistent ethical oversight and procedures
What are the concerns?

Inadequate or nonexistent data governance
What are the concerns?

Inadequate data security
What are the concerns?

Normalization of surveillance

Damage of patron trust
What guidance exists?
What guidance exists?

Privacy Toolkit for Librarians

As a librarian, you’re aware of the immense responsibility you have to maintain the privacy of your patrons. You know that the materials people search for can be personal, and that nobody deserves to have their privacy violated when trying to learn. In this course, we take those principles to the web to help you defend patron’s digital privacy.

View Now »
What guidance exists?

Library Values & Privacy in our National Digital Strategies:
Field guides, Convenings, and Conversations

NATIONAL LEADERSHIP GRANT FOR LIBRARIES
AWARD REPORT
July 2018, Milwaukee, WI

Michael Zimmer
Center for Information Policy Research
School of Information Studies
University of Wisconsin-Milwaukee

Bonnie Tijerina
Data & Society Research Institute
What guidance exists?

NISO Consensus Principles on Users’ Digital Privacy in Library, Publisher, and Software-Provider Systems (NISO Privacy Principles)

Preamble
Support of intellectual freedom and protection of user privacy and user confidentiality have long been integral components of the missions of libraries and related institutions. The management of information resources increasingly involves digital networks that, by their nature, include possibilities for tracking and monitoring of user behavior, whether content or services delivered are physical or digital. As this ecosystem of electronic systems to manage library-supplied resources has grown and expanded beyond the library’s internal operations, the larger community of libraries, content-, and software-providers needs to recognize the implications this has on users’ privacy. Libraries, publishers, and software-providers have a shared obligation to foster a digital environment that respects library users’ privacy as they search, discover, and use those resources.
What guidance exists?

Privacy

The right to privacy — the right to read, consider, and develop ideas and beliefs free from observation or unwanted surveillance by the government or others — is the bedrock foundation for intellectual freedom. It is essential to the exercise of free speech, free thought, and free association. Bruce Schneier eloquently describes chilling effect on speech, thought, and action that occurs when people believe they are or may be under scrutiny:

“For if we are observed in all matters, we are constantly under threat of correction, judgment, criticism, even plagiarism of our own uniqueness. We become children, tethered under watchful eyes, constantly fearful that—either now or in the uncertain future—patterns we leave behind will be brought back to implicate us, by whatever authority has now become focused upon our once-private and innocent acts. We lose our individuality, because everything we do is observable and recordable.”

Bruce Schneier, The Eternal Value of Privacy

Why Privacy and Confidentiality Are Important
What can I do?
What can I do?

Protect yourself

- Password Manager
- Tracking apps/web
What can I do?

Spread the word

- Staff Training
- Host CryptoParty
What can I do?

Be a part of larger community

- Policies in your community
- Effective Responses
What can I do?

Join Twitter Conversation

- #panopitech
- #DLFteach Twitter Chat
- Tuesday, May 21 at 12 PM MST
Thanks!
Resources

- Digital Library Federation Technologies of Surveillance Ethics Guide and Glossary (https://osf.io/bygj3/)
- Library Freedom Project (https://libraryfreedomproject.org/resources/)
- ALA Privacy Checklist and Best Practices (http://www.ala.org/advocacy/privacy)