

2004 ALA Annual CLS Program
A Library Balancing Act: Patron Rights vs. National Security

GROUP ACTIVITIES

Upon entering the meeting room, and after you have read the following descriptions of group activities planned for each of the five program areas, you should go to sit at one of the designated tables where your area of greatest interest will be addressed.

LIBRARY CONFIDENTIALITY POLICY/PRIVACY AUDIT TABLES 1-8

NEED: Your library needs to undertake an audit to identify all areas of activity in the library (involving the use of library resources or services) in which personal information about a patron or staff member might be matched with information-seeking behavior. This information may be collected in paper, in electronic records, in logs of various kinds, in profiles created for providing service, in caches and history files, bookmarks, cookies, and so on. Such information may relate to the circulation of materials, interlibrary loan and document delivery, reference service, and so on. After completion of the audit, you will then work to eliminate or minimize the creation or retention of such information.

PRODUCT: Your group will create a poster outlining the principal areas of concern identified through the audit that you might want to take action on within the library or in conjunction with computer services.

COMPLIANCE WITH THE USA PATRIOT ACT TABLES 9-16

NEED: You need to develop a program to prepare and enable staff to comply with the USA Patriot Act. In addition to developing an educational/awareness program, you will also need to develop and implement appropriate policies and procedures.

What should staff know about the law's provisions, other legal statutes, or ALA documents? If your library has a policy regarding the Patriot Act, do staff have ready access to it, and does it contain sections dealing with compliance? If federal agents arrive at a staff member's desk, what options are available to staff? How can staff verify the validity of a search order? How should staff conduct themselves while interacting with agents? What follow-up needs to be done after the agent leaves?

PRODUCT: Your group will create a poster listing the essential aspects of compliance.

TECHNOLOGY AND NETWORK SECURITY ISSUES TABLES 17-24

NEED: You have been requested to develop a list of not more than ten "key areas for concern" from the USA Patriot Act in the areas of electronic communication, patron record confidentiality, and library network security. This list will be incorporated in a policy and procedures document that ensures a reasonable response to the USA Patriot Act by your institution.

PRODUCT: After about fifteen minutes of brainstorming, your group will consider all ideas generated and then develop the list of ten “key areas for concern.”

EDUCATING USERS ABOUT PRIVACY ISSUES TABLES 25-32

NEED: While your library, like most libraries, has the need or desire to track patron use of various resources or services, your patrons may be unaware of the ways in which their personal information is linked to specific resources or services and also the degree to which that information is retained for possible use by others. Therefore, your group has been charged to design a program to educate library users about privacy issues relating to the library. In developing the program, as well as insuring its success, you may choose to identify other individuals or groups in the college with whom you should work.

PRODUCT: Your group will both identify the key components of a relevant education program and also determine how to deliver it effectively to library users.

PRIVACY AND SECURITY IN CONSORTIA TABLES 33-40

NEED: Just as individual libraries need to conduct privacy and security audits, so too should library consortia. The leaders and membership of library consortia will benefit from a tool to assist them in conducting these audits.

To insure appropriate coverage of privacy and security issues, consortia need to consider the following areas: areas of consortial activity that should be reviewed (e.g., shared online catalog, virtual reference, interlibrary loan, database access, etc.); stakeholders who need to be consulted; consortium governance—who needs to take action and what structures need to be in place; communications, such as documents and publications, needed to support privacy and security policies.

PRODUCT: Following a brainstorming exercise that focuses on one or more of the areas listed above, your group will develop a list of questions that will guide consortial examination of privacy and security issues and the development of appropriate agreements and policies.