# Data Privacy Training @ Your Library

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## Today's Schedule

10:00 - 10:15	Welcome and course housekeeping
10:15 - 10:45	Training
10:45 - 10:50	Break
10:50 - 11:25	Training
11:25 - 11:30	Wrap up
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### Last Week Recap



## Series Housekeeping – Guidelines

- When you disagree, challenge or criticize the idea, not the person.
- Speak from your own perspective.
- Be mindful of the time.
- One speaker at a time.
- What is said in this space, stays in this space unless you have permission.

# Reflection – That was the best/worst!

# 1. WWWHW of Data Privacy Training

## The When of Training

#### **Proactive Training**

Trainings that are regularly scheduled or part of an established process. Examples include:

- Onboarding process
- Annual refresher trainings
- Other routine trainings and professional development opportunities

#### **Reactive Training**

Trainings that take place after

Trainings that take place after a specific privacy-related event takes place, including after a privacy or security incident • This includes incidents outside your library, like other libraries or organizations (it's a bit of a grey area on if this is a reactive or proactive approach, but still important to do!)

# **Training Your** Library Poll #1 – When?



#### <u>Hybrid</u>



Training Your Library Poll #2 – Where?

### The Who of Training

- ALL library staff
- Library volunteers
- Library board members
- Organizational IT staff (outside library but within the overall organization)



# Training Your Library Poll #3 – Who?

2. Developing Training Content

How and What	Or Why Reading The Privacy Policy Is Not Enough

#### Content

#### Topics Could Include...

- Policy and procedures • How to teach patrons privacy and security
- Working with vendors
- Specific patron concerns/considerations
- · Current privacy/security news and issues
- Specific privacy/security tools
- Privacy in libraries primer

#### What Do They Need?

- Who is the audience? Staff?
  - Volunteers?
- Board members?
- Etc.
- Surveys (never-ending)
- Team meetings, coffee chats
- Staff discussion areas (emails, discussion boards, logs, etc.)

# Choosing What to Cover

- Prioritizing learning objectives based on:
  - Audience

Organizational need

- Knowledge/skill level
- Time constraints Training platform
- · What can be covered outside of the training session and how?



# Training Methods

#### <u>Lecture</u>

- Passive learning
- Ability to present a large amount of information in a short time
- Advanced preparation of training scripts and materials
- More control over training content and discussion
- Can be engaging, but limited
- No immediate feedback or application of material learned

#### **Interactive Methods**

- Active learning · Learners can immediately apply
- what they learned in a semi-controlled environment and receive immediate feedback
- Learners can learn from their peers through discussion
- Relies heavily on learner motivation and participation

## Types of Interactive Training Methods

- Group discussion (large or small)
- Games
- Exercises (individual or small/large group)
- Role play Scenarios



### Scenarios

#### **Objectives**

- What learning objective are you trying to achieve?
- What is the main takeaway for the participants?
- How does it tie back to the training material?

#### Scenario Sources

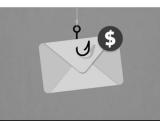
- Library discussions, shift logs
- Actual incidents at the library
- Scenarios that happened in other libraries
- Other scenario-based trainings

# Scenario Framework Example (Live Action)

- People how many roles? What type of roles?
- Materials
  - Scenario text for everyone to read
  - Information for each role to read before scenario
  - Accompanying material (policy, procedure, documentation, etc.)
  - Debriefing questions
- Time limits
- Training group debrief
  - Open discussion
  - What about points that were in the plan that weren't brought up in the exercise?

Do Fake Phishing Emails Really Teach People to Recognize Scam Messages?

About those phishing tests...



Discussion – ...now I know why!

# 3. Developing a Privacy Training Program

... or how to address common reasons why training programs fail

### Schedules and Resources

#### **Schedules**

- Training schedules Onboarding checklist
- Setting a training date/time for refresher trainings
  Scheduled informal discussions, coffee chats to supplement
- Time for training revisions and development, too!

#### **Resources**

- Budget • Budget
- Budget
- Apps or LMS for online training
- Professional development

## **Training Team**

- Several people or one person\* depending on organization
- Dedicated training coordinator Instructors
- Training material reviewers/developers

\* If you're a one person shop, train staff to consult the training resources or knowledge base first before coming to you to avoid burnout



# Discussion – The One Wish

# 4. Outside The Training Room

# Resources Outside of Training

- Knowledgebases (!)
- Documentation (!)
- Discussion areas (!)
- Blogs, news, social media feeds, conferences
- Other forms of professional development

(!) = essential for reinforcing or supplementing training



## Communicating About Privacy

- Policy
- Procedures FAQs
- Scripts
- Handouts
- Internal blog and discussion posts
- Meetings
- Emails



# Questions and **Open** Discussion

Wrap Up

### Next Week

#### Week Three - Beyond Data Privacy Training

- March 17<sup>th</sup>, 10 am 11:30 am
- Register at <a href="https://www.plpinfo.org/event/beyond-data-privacy-">https://www.plpinfo.org/event/beyond-data-privacy-</a> training/

#### Week Two Activities/Reading

- Skim through the slides and handouts of Year One trainings
- Other trainings listed in Year One toolkit, Section 7 under "Other Library Privacy Trainings, Programs, and Courses"
- Exercises on Basecamp



### **Resources and Further Reading**

- "California Government Code § 6267. Registration and Circulation Records of Library Supported by Public Funds," <u>https://leginfo.legislature.ca.gov/faces/codes\_displaySection.xhtml?sectionNum=62</u> <u>67.&lawCode=GOV</u>.
- Center for Educational Innovation. "Active Learning." University of Minnesota. https://cei.umn.edu/active-learning.
- Center for Teaching Innovation. "Active Learning." Cornell University. https://teaching.cornell.edu/teaching-resources/engaging-students/active-learning.
- "Liberating Structures." <u>https://www.liberatingstructures.com/</u>.

#### **Resources and Further Reading**

- University of Kansas. "Developing Training Programs for Staff." Community Toolbox. https://ctb.ku.edu/en/table-of-contents/structure/hiring-and-training/trainingprograms/main
- Voose, Becky. 2020a. "Friendly Phishing, or Should You Phish Your Own Staff?" LDH Consulting Services (blog). October 5, 2020. https://ldnconsultingservices.com/friendly-phishing-or-should-you-phish-your-own-staff/.
- ------. 2020b. "Roll for Initiative! Gaming in Cybersecurity Training." *LDH Consulting Services* (blog). October 12, 2020. <u>https://ldhconsultingservices.com/roll-for-initiative-gaming-in-cybersecurity-training/</u>.

Additional bibliographies and resources can be found in the Toolkit and training resources at the <u>https://www.plpinfo.org/dataprivacytoolkit/</u>.