

Data Privacy Training @ Your Library

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Week 2



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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

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 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?

The Where of Training

In Person

- Synchronous
- Lecture, discussion, activities
- Spontaneous learning ("the hallway track")
- Location limitations
- Schedule limitations

Online

- Synchronous or Asynchronous (or both)
- Lecture and interactive content
- Schedule limitations (if synch)
- Technical limitations (learner and instructor)

Hybrid



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

Lecture

- 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?

Future Science

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

By JOSEPHINE WOLFF

SEPT 24, 2020 • 4:46 PM

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 17th, 10 am – 11:30 am
- Register at <https://www.plpinfo.org/event/beyond-data-privacy-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

Thank you

:)



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Resources and Further Reading

- "California Government Code § 6267. Registration and Circulation Records of Library Supported by Public Funds." https://leginfo.ca.gov/faces/codes_displaySection.xhtml?sectionNum=6267&lawCode=GOV.
- 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>.
- ———. n.d. "Setting Learning Outcomes." Cornell University. <https://teaching.cornell.edu/teaching-resources/designing-your-course/setting-learning-outcomes>.
- "Liberating Structures." <https://www.liberatingstructures.com/>.

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/training-programs/main>.
- Yoose, Becky. 2020a. "Friendly Phishing, or Should You Phish Your Own Staff?" *LDH Consulting Services* (blog). October 5, 2020. <https://ldhconsultingservices.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. <https://ldhconsultingservices.com/roll-for-initiative-gaming-in-cybersecurity-training/>.

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