Data Privacy Training @ Your Library

Becky Yoose
Library Data Privacy Consultant, LDH Consulting Services
Data Privacy Best Practices Training for Libraries
April 2021
Week 2

This project was supported in whole or in part by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. The opinions expressed herein do not necessarily reflect the position or policy of the U.S. Institute of Museum and Library Services or the California State Library, and no official endorsement by the U.S. Institute of Museum and Library Services or the California State Library should be inferred.

Today's Schedule

1:00 – 1:20  Welcome and course housekeeping
1:20 – 1:45  Training
1:45 – 1:50  Break
1:50 – 2:25  Training
2:25 – 2:30  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

<table>
<thead>
<tr>
<th>In Person</th>
<th>Online</th>
<th>Hybrid</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Synchronous</td>
<td>• Synchronous or Asynchronous (or both)</td>
<td></td>
</tr>
<tr>
<td>• Lecture, discussion, activities</td>
<td>• Lecture and interactive content</td>
<td></td>
</tr>
<tr>
<td>• Spontaneous learning (“the hallway track”)</td>
<td>• Schedule limitations (if synch)</td>
<td></td>
</tr>
<tr>
<td>• Location limitations</td>
<td>• Technical limitations (learner and instructor)</td>
<td></td>
</tr>
<tr>
<td>• Schedule limitations</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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?
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
- 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**
- April 21st, 1 pm – 2:30 pm

**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


Resources and Further Reading


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