Data Privacy Training @ Your Library

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Data Privacy Best Practices Training for Libraries
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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

<table>
<thead>
<tr>
<th>How and What...</th>
<th>... Or Why Reading The Privacy Policy Is Not Enough</th>
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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?
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

**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/. 