Disrupting the Digital Status Quo

Why and How to Staff for Privacy in Academic Libraries

Licensing Privacy Project Webinar, June 6, 2023

Your Presenters

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introduction

Pre- Digital Transformation

Olin Library Stacks, Cornell University, 2019

Library owned:

- Information Resources

- Search & Retrieval Infrastructure

- Reading & Usage Data

Digital Resources, post-Digital Transformation

LIBRARY owns

"Empty Bookshelves - Seattle Central Library" by brewbooks is licensed under CC BY-SA 2.0.

VENDOR/PUBLISHER owns

- Information Resources

- Search and Retrieval Infrastructure

- Reading and Usage Data

"If the library only negotiates access licenses for their students to view publishers' database products, is it a library anymore? Or is it a customer service department for corporate database products?"

"In my role as a librarian, I spent so much time training students, and my colleagues, about how to use these products that some days I felt like little more than a glorified product rep for their parent companies, RELX and Thomson Reuters."

-- Sarah Lamdan, *Data Cartels,* 2023

Can we imagine a digital transformation that centers our values?

November
5
Tuesday

Move Slow and Mend Things: Digital Transformation in a Public Sector Institution, Luke Swarthout, Director of Policy, New York Public Library's Digital Team

Tuesday, November 5, 2019 at 12:05PM - 1:30PM
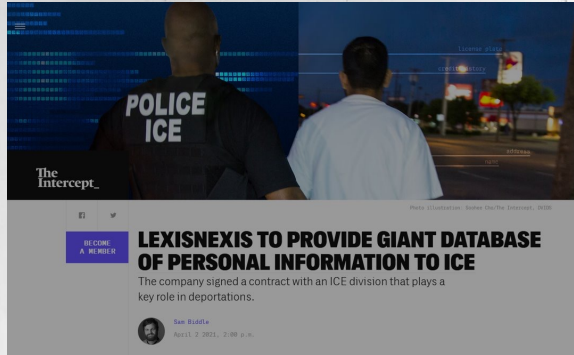
SLB Room 122

Open To The Yale Community

Add to Calendar: 8+ 📅 🕐

why

"How can I make sure that my government at home doesn't know what I'm reading while I'm here?

"My friends want to know this also."

- Cornell Library patron

LEXISNEXIS TO PROVIDE GIANT DATABASE OF PERSONAL INFORMATION TO ICE

The company signed a contract with an ICE division that plays a key role in deportations.

Sam Biddle
April 2 2021, 2:00 p.m.

Borders, Regulations, and Terms & Conditions only offer minimal protections against surveillance near and far.
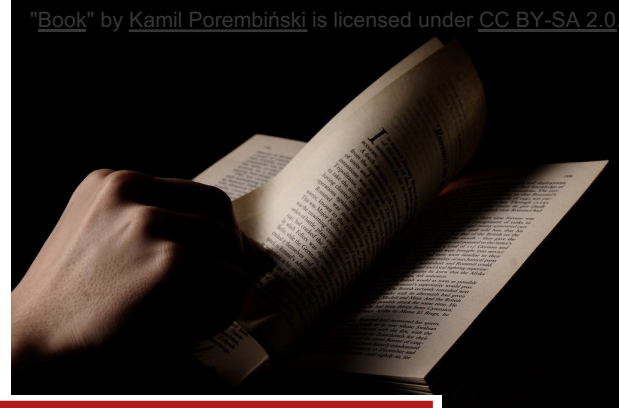
Privacy and Public Computing   ⌄

To help maintain user privacy and confidentiality, we provide computer systems that have anonymous logins and that are programmed to return the kiosk to its original state when restarted. Our computers are also set up to restart after a period of inactivity to help ensure that no identifying information is left behind by the user.

A list of public computers available at the Library can be found on the public computing policies page.

Email us at cul-privacy@cornell.edu for questions or concerns about public computing.

Log in to continue

Username (NetID or GuestID)

[🔑⌄]

Password

[   ]

[Login]   Don't have a username?
                   Forgot password?

To logout, you must Exit or Quit your browser.

Trade-offs as a partial answer:

- Physical vs. digital media

- Library vs. personal devices

- Anonymized vs. authenticated services

- Data minimization vs. Maximization

On campus, libraries are best positioned to help researchers navigate trade-offs and reduce privacy harms *in advance*.

Disclaimer & Limitations as other partial answers

Vendor pushes for "personalization"   *Non-negotiable contracts*

"How do you deal with it? You go on, life goes on."

"You just live with it. Just keep publishing, keep doing research, and watch other people publish and do research."

- Dr. Anthony Ingraffea

Oza, Anil. 2020. "Two Professors Faced Years of Harassment for Defying the Fossil Fuel Industry. Now, They Are Reframing the Discussion Around Fracking." *The Cornell Daily Sun*. November 16, 2020. https://perma.cc/NQ6L-EB4Y.

SUBSCRIBE   Log in

Florida bill would end diversity programs, ban majors, shift power at universities

The measure in the Florida House mirrors recent proposals by Gov. Ron DeSantis.

Students walk across campus at the University of South Florida, which stands to be affected with the state's...

NEWS   JOURNALS

Science

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IN THE LINE OF FIRE

Scientists have been harassed for years. But a *Science* survey shows the pandemic has made things far worse for some

24 MAR 2022 · BY CATHLEEN O'GRADY

Inside Higher Ed

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NEWS

Institutions   Specialized Colleges

February 19, 2023

Professor Says He Was Barred From Campus After FOIA Inquiry

A public health professor says the University at Albany barred him from campus after a Monsanto lawyer filed an information request.

By Ryan Quinn

The Intercept_

BECOME A MEMBER

A BILLIONAIRE-FUNDED WEBSITE WITH TIES TO THE FAR RIGHT IS TRYING TO "CANCEL" UNIVERSITY PROFESSORS

Campus Reform and its publisher, the Leadership Institute, are siccing armies of trolls on professors across the country.

Photo Illustration: Soohee Cho/The Intercept. Pho...

The Washington Post
Democracy Dies in Darkness

ecbettinger

Under fire from Hindu nationalist groups, U.S.-based scholars of South Asia worry about academic freedom

By Niha Masih

October 3, 2021 at 4:00 a.m. EDT

Datafication of Academia

Contents lists available at ScienceDirect

Critical Perspectives on Accounting

journal homepage: www.elsevier.com/locate/cpa

The perils of artificial intelligence in academic publishing☆

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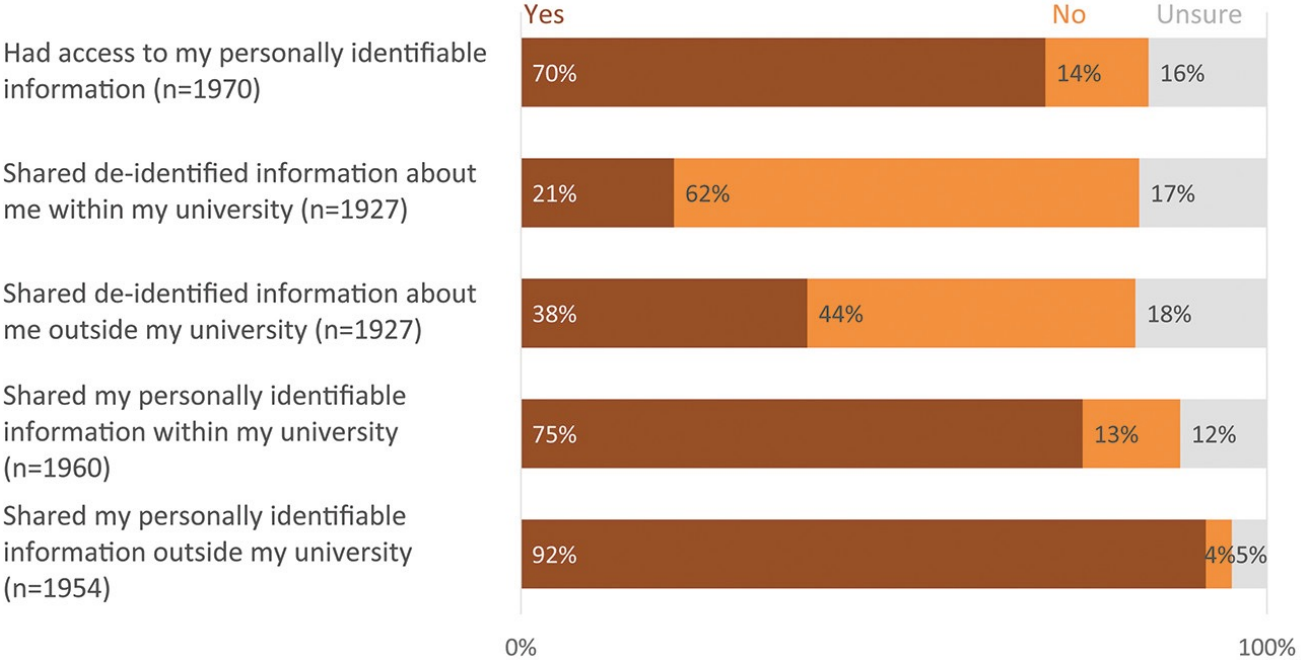[c] University of Edinburgh, 29 Buccleuch Pl, Edinburgh EH8 9JS, Scotland

ARTICLE INFO

ABSTRACT

This essay aims to reflect on the potentially perilous implications of artificial intelligence in academic publishing. Our main point is that the colonization of academia by artificial intelligence technologies may erode, deskill and degrade core academic activities, where the role of key actors historically involved in the evaluation of research could become less and less tangible and significant. We are concerned particularly with the gradual removal of human involvement in journal editor and reviewer roles, as artificial intelligence and automated expert systems become increasingly influential across a range of tasks and judgments historically carried out and performed by people. Although these thoughts are exploratory, we believe it is imperative that researchers from all paradigmatic allegiances and geographies engage in initiatives that document, reflect, and debate the implications of artificial intelligence on the ways we evaluate research. The future of academic publishing as a meaningful human activity is at stake.

Risk to Institutional Reputation

I would feel that my privacy was violated if librarians:

	Yes	No	Unsure
Had access to my personally identifiable information (n=1970)	70%	14%	16%
Shared de-identified information about me within my university (n=1927)	21%	62%	17%
Shared de-identified information about me outside my university (n=1927)	38%	44%	18%
Shared my personally identifiable information within my university (n=1960)	75%	13%	12%
Shared my personally identifiable information outside my university (n=1954)	92%	4%	5%

Asher, Andrew D., Kristin A. Briney, Kyle M. L. Jones, Mariana Regalado, Michael R. Perry, Abigail Goben, Maura A. Smale, and Dorothea Salo. 2022. "Questions of Trust: A Survey of Student Expectations and Perspectives on Library Learning Analytics." *The Library Quarterly* 92 (2): 151–71.

"Education-industry companies take advantage of student reliance on their wares by coercing uncommonly strict data contracts. And where these practices are supported by our alma mater, we are entrained to accept exploitation."

STEPHEN YOUNG '23
Guest Room

OPINION | The Cornell Daily Sun

COLUMNS   September 27, 2022

GUEST ROOM | Hail Cornell! Patron of Digital Sovereignty?

how

A new vision for staffing:

One that places the safety of scholars and students at the center, where librarians are trusted consultants on navigating digital risks, and each library is a node in a network of institutions working together for equitable free inquiry.

Define and Defend Your Values

1. Articulate your library's commitment to privacy.

2. Stake out a set of technology ethics that differentiates your academic library from Big Tech.

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🔍 Books, articles, databases and more | All Resources ⌄ | **Search**

Home / About / Commitment to Privacy

Commitment to Privacy

As expressed in its mission, Cornell University aims to "discover, preserve, and disseminate knowledge" and "promote a culture of broad inquiry throughout and beyond the Cornell community." These aims can only be achieved by safeguarding the intellectual freedom and privacy of Cornell's students, faculty, and staff—all of whom need space for private exploration and experimentation in pursuing scholarly and creative endeavors.

We at Cornell University Library are proud of our enduring commitment to privacy and confidentiality, and we acknowledge that traditional approaches to protecting patron privacy and confidentiality need to be augmented as more and more library collections involve licensed electronic resources from third-party vendors, and as new technologies gather user data with increasing stealth and ease.

As part of expanding our efforts to safeguard patron privacy and confidentiality, we list the following library services and features. **For questions or feedback, contact us at cul-privacy@cornell.edu.**

| Digital Privacy Literacy | Licensing for Privacy | Privacy Risk Consultations |

| Digital Privacy Literacy | Licensing for Privacy | Privacy Risk Consultations |

Licensing for Privacy

Cornell University Library provides online access to e-resources from hundreds of vendors that vary greatly in addressing patron privacy. Some vendors only require users to confirm affiliation with a subscribing institution to get access, while other vendors seek to gather significant user information by requiring more steps before granting access—including asking users to create unique accounts with vendors, subscribe to their newsletters, or provide extensive demographic and industry information.

The Library fights against these privacy degradations in solidarity with our peer institutions. Whenever possible, we negotiate with vendors on licensing agreements for online resources in order to secure strong privacy protections for our patrons on and off campus. When we are unable to negotiate changes to invasive policies, we weigh alternatives and proper actions, including canceling subscriptions, if necessary.

When choosing vendors, we balance the risks and benefits of their resources. In addition, we are developing ways to inform users of vendors' privacy practices—whether good or bad—including a notification system that warns about risks posed by resources that our patrons may deem essential despite our privacy concerns.

As part of raising awareness about privacy issues related to licensing, we are also creating an online collection of privac... ...rious vendors so that these policies and how they c... ...can be

Chat with us

Special policies

Statement on patron privacy and database access

Statement on patron privacy and database access

☰ MENU

Many leading providers of digital content to libraries in North America are changing the way they provide access to library patrons. Instead of allowing anonymous access via well-established channels, these providers are increasingly seeking personally identifiable, individual patron data. Often these efforts to gather more patron data are bundled into efforts to "enhance" or modernize platforms as the sector moves towards single sign on, and away from traditional, IP-based access. The providers have many possible drivers to gather this data: personalization, analytics, marketing, et al.

This approach is unacceptable.

Safeguarding patron privacy is a fundamental and longstanding value for libraries. The ALA Code of Ethics declares that "we protect each library user's right to privacy and confidentiality". This includes their personal data, the subjects of their research, and the information resources they consult. Indeed, readers make an assumption of privacy when they choose to use resources provided through their libraries rather than those available to them on the open Internet, where they expect their reading and searching habits to be tracked.

Privacy and confidentiality are integral to intellectual freedom, to free speech, and to free association. The prospect of monitoring and data mining may have a chilling effect on what a patron searches for, reads, and ultimately, thinks. This is why many states explicitly prohibit disclosing the use of library materials by individuals, including electronic materials (see, for example, New Hampshire Revised Statutes Annotated, Chapter 201-D:11: "… including records of materials that have been viewed or stored in electronic form.") Our

Chapter 201-D:11: "… including records of materials that have been viewed or stored in electronic form.") Our library patrons therefore have an expectation of privacy, whether for intellectual freedom, or simply "the right to be left alone—the most comprehensive of rights, and the right most valued by a free people" as Supreme Court Justice Louis Brandeis wrote in 1928 (Olmstead v. U.S.).

As research libraries, we do not sell patron data. We do not share it. We object to, and reject, subscription agreements that silently expose it to third-party interests, whether they be commercial or governmental. While we recognize the added value and convenience that some readers may find in using personalization tools, which often require disclosure of personal information, registering for these must be at the sole discretion of the reader and not a condition of access, and must always be accompanied by an explanation of how personal information will be stored, used, and to whom it will be made available.

As markets and technology change, and as new, potentially high value initiatives such as RA-21 mature, we expect to see increasing pressure to expose more patron data in exchange for access to digital resources. It is important for libraries to monitor these developments and redirect them in favor of patron privacy in order to safeguard our role as trusted providers in the information age.

This statement is endorsed by the following institutions

Stanford Libraries

Brown University Library

Columbia University Libraries

Cornell University Library

Duke University Libraries

Harvard Library

Johns Hopkins University Libraries

MIT Libraries

Princeton University Library

Thomas More University

University of Chicago Library

Develop Your Staff's Privacy Related Skills and Competencies

1. Rethink Job Descriptions + Training

2. Training + Certification

Certify at least one library staff member as an **IAPP Certified Information Privacy Technologist (CIPT)** and empower them to act as a clearinghouse for privacy-related questions and analysis.

Mitigate Privacy Risks in Licensing & Library Systems

1. Adopt Privacy by Design and Physical Equivalent Privacy frameworks for making decisions about vendor contracts and designing library systems.

2. Flag products with mandatory personalization for risk analysis at the beginning of licensing negotiations.
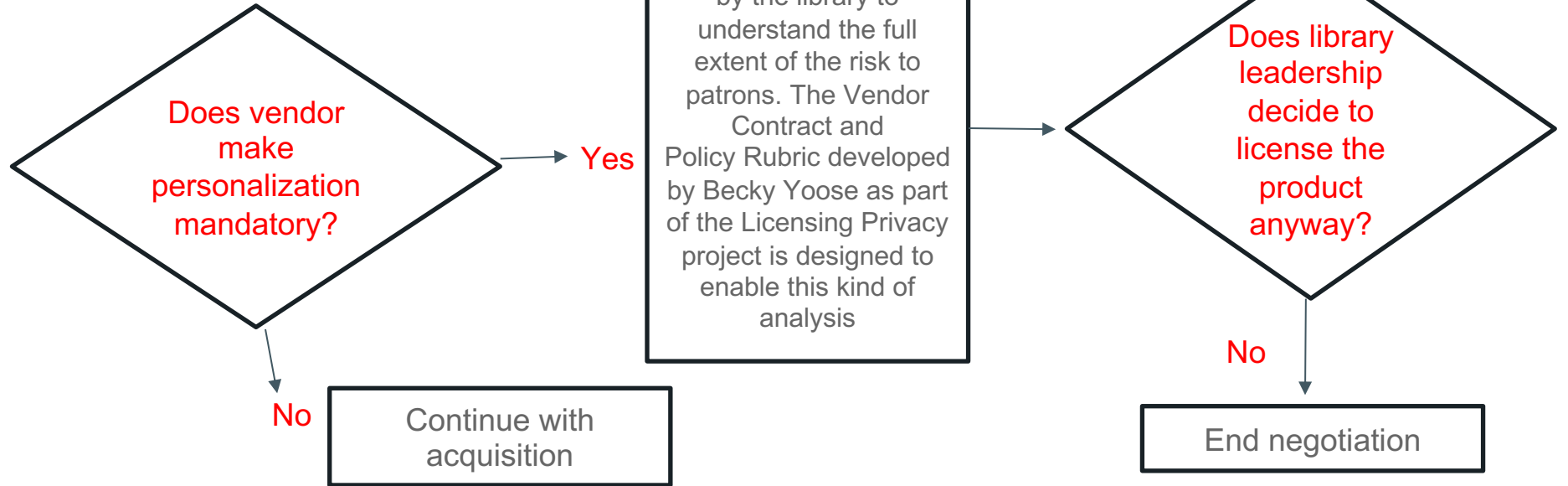
The 7 Foundational Principles of Privacy by Design

1. Proactive not Reactive; Preventative not Remedial
2. Privacy as the Default Setting
3. Privacy Embedded into Design
4. Full Functionality — Positive-Sum, not Zero-Sum
5. End-to-End Security — Full Lifecycle Protection
6. Visibility and Transparency — Keep it Open
7. Respect for User Privacy — Keep it User-Centric

Cavoukian, Ann. 2011. "Privacy by Design: The 7 Foundational Principles." Information and Privacy Commissioner of Ontario. https://perma.cc/RGT4-M4QB.

Physical-Equivalent Privacy

"The privacy of an e-resource may be considered physical-equivalent only when a patron using an information equivalent physical resource would enjoy no more privacy than the same patron using the e-resource."

Salo, Dorothea. 2021. "Physical-Equivalent Privacy." *The Serials Librarian* 81 (1): 20–34. https://doi.org/10.1080/0361526X.2021.1875962.

Flag Products with Mandatory Personalization for Risk Analysis at the Beginning of License Negotiations

Does vendor make personalization mandatory?

Yes →

A thorough review should be conducted by the library to understand the full extent of the risk to patrons. The Vendor Contract and Policy Rubric developed by Becky Yoose as part of the Licensing Privacy project is designed to enable this kind of analysis

No ↓

Continue with acquisition

Does library leadership decide to license the product anyway?

Yes ↑

Catalog record for this service should be annotated and a warning from the library to patrons about known risks should posted on the resource's service or login page as well as on the SSO connection page

No ↓

End negotiation

Build Reference and Instruction Services

1. Model the risks faced by library patrons, librarians, and libraries.

2. Embed privacy consultations and instruction into information literacy, reference, and research programs.

Digital Harassment Self-Defense

Threat Models

A good security plan starts with a threat model -- also known as a risk assessment. A threat model is personal, and it can be vague at first. As you continue to learn, plan, and take your first actions, the threat model becomes a touchstone that can help you decide which defenses are worthwhile for you.

Risk Assessment one-pager, Electronic Frontier Foundation (2019).

> For background reading to help inform your threat model, see the section Understanding Harassment below.

Secure Your Accounts

Ideally, *each* of your accounts will have a unique, hard-to-guess password. Creation and storage of most of these passwords are best left to a password manager.

Privacy Risk Consultations

Some library patrons require assistance beyond general information literacy. Their needs for privacy are high-stakes—if they fail, the consequences could be serious.

For these members of the Cornell community, the Library offers individual consultations to help reduce risk and/or protect anonymity. The following are examples of situations that might prompt a request for a specialized consultation:

- Exposure to threats or harassment for one's scholarly work.
- Digital communication with human subjects whose anonymity must be protected.
- Living in, working in, or visiting countries with restrictive information-access regimes.
- Crossing the U.S. border.
- Personal identities with an increased surveillance.

These consultations are treated with a hi[gh] there are limits to our ability to maintain instances: the individual is believed to be harming others; the welfare of minors is requests, as outlined in University Policy

Email us at cul-privacy@cornell.edu to sc[hedule]

Digital Privacy Literacy

Our digital privacy literacy workshops and individual consultations help students and researchers in several ways:

- To understand how the internet works.
- To identify potential risks to privacy, security, and anonymity encountered day to day while conducting personal or academic tasks digitally.
- To master practical actions that reduce risks to privacy.

Each semester, we conduct at least one public drop-in workshop about digital privacy literacy. View the full Library workshops calendar.

In addition, upon request, we lead privacy workshops customized for classes, academic departments, and other campus groups or organizations. Email us at cul-privacy@cornell.edu about workshops for your class or group.

We also offer individual consultations by appointment. To schedule your one-on-one consultation, stop by a reference desk or email us at cul-privacy@cornell.edu. You can also ask a librarian to reach out to us with your privacy questions.

Apart from supporting Cornell students and researchers, the Library is committed to developing the privacy expertise of all of our research and teaching librarians.

Advance Privacy Leadership & Policy

Work toward the goal of creating a high-level position with ultimate responsibility for navigating privacy-related decisions in the library.

Ensure the position has a direct line to leadership, a clear charge, and the authority to lead privacy-related initiatives within the library.

Build Collective Action

SPARC

Sharing knowledge is a human right.

Everyone should be able to access and contribute to the knowledge that shapes our world. SPARC supports systems for research and education that are open by default and equitable by design.

LIBRARY FUTURES

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Our Principles

We are standing up for the technology-positive future of libraries.

Our World is Digital

Learners of all types need access to digital content wherever they are located and without long waiting periods. Libraries must adopt a technology-forward approach that meets the needs of our communities.

ALA American Library Association

PEN AMERICA

SURVEILLANCE SELF-DEFENSE

TIPS, TOOLS AND HOW-TOS FOR SAFER ONLINE COMMUNICATIONS

A PROJECT OF THE ELECTRONIC FRONTIER FOUNDATION

LIBRARY FREEDOM

Library Freedom Project is radically rethinking the library professional organization by creating a network of values-driven librarian-activists taking action together to build information democracy.

Mellon Foundation

we here

THIS IS A LIBRARY.

INSPIRING DISCOVERY.

CHAMPIONING TRUTH
AGAINST RUMOR.

DEFENDING
INTELLECTUAL FREEDOM.

PROTECTING PRIVACY.

OPEN TO ALL.

THIS IS A LIBRARY.

Digital Sign in Olin Library, Cornell University, 2017.

What is a library?

What are its core functions?

What is it staffed to do?