

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

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

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

<p>How and What...</p>	<p>... Or Why Reading The Privacy Policy Is Not Enough</p> <hr/>
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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?

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

- April 21st, 1 pm – 2:30 pm
- Register at <https://www.plpinfo.org/event/beyond-data-privacy-training-3/>

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

<p>Thank you</p> <p>: -)</p> 	<p>Becky Yoose Library Data Privacy Consultant LDH Consulting Services</p> <p>Email: becky@ldhconsultingservices.com</p>  <p><small>This work is licensed under a Creative Commons Attribution-ShareAlike 4.0 International License.</small></p>
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<p>Resources and Further Reading</p> <ul style="list-style-type: none"> • "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/.
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<p>Resources and Further Reading</p> <ul style="list-style-type: none"> • 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?" <i>LDH Consulting Services</i> (blog). October 5, 2020. https://ldhconsultingservices.com/friendly-phishing-or-should-you-phish-your-own-staff/. • ———. 2020b. "Roll for Initiative! Gaming in Cybersecurity Training." <i>LDH Consulting Services</i> (blog). October 12, 2020. https://ldhconsultingservices.com/roll-for-initiative-gaming-in-cybersecurity-training/. <p>Additional bibliographies and resources can be found in the Toolkit and training resources at the https://www.plpinfo.org/dataprivacytoolkit/.</p>
