ABOUT THIS TRAINING

This is a 3-hour workshop with one 10 minute break in the middle. Maximum registration is 25 participants and we will have 2 facilitators in each workshop.

Activities in this workshop include: group lecture and discussion, hands-on activities with markers and paper, and peer sharing and learning.

The main goal of this workshop is to focus on activities people do online everyday in the libraries (for example conducting searches, writing email, borrowing books, etc). We'll look at how data flows in these activities -- on the internet, through the library's systems, and influences on data privacy. We also facilitate sharing between library staff participants to source common questions and best practices around patron privacy.

This training was developed by Research Action Design (rad.cat) in collaboration with:
-   Research Action Design worker-owners: Bex Hurwitz and Chris Schweidler
-   Digital Privacy and Data Literacy Leadership Team: Melissa Morrone and Seeta Peña Gangadharan
-   Members of the Digital Privacy Curriculum Advisory Committee: Ali Seden, Brian Hasbrouck, Carl Fossum, Chris Cotton, Jessica Ng, Jose Arellano, Larissa Larier, Luz Diaz, Robert Weinstein
-   Additional support from: Ann Joseph, Arlene Ducao, Bonnie Tijerina, Corina Bardoff, Harlo Holmes, Priscilla Yuen, Ronella Fraser-Jackson, Ryan Gerety, Tara Adiseshan, Thomas Garcia
-   Training plans shared with us by Library staff members Corina Bardoff and Priscilla Yuen, who are teaching digital privacy and security at their branches
-   It also draws on resources from the EFF's Surveillance Self Defense, Frontline Defenders, Library Freedom Project, and Tactical Technology Collective

Suggested Citation:
Hurwitz, B., Morrone, M., Gerety, R., Gangadharan, S. P., and Schweidler, C. (2016, December). Digital Privacy: Fundamental Concepts for Libraries, Workshop 1. Brooklyn Public Library and Research Action Design. New York: Data Privacy Project. Available at: http://www.dataprivacyproject.org.

PRE WORKSHOP MATERIALS & PREP ITEMS

MATERIALS

- Slides - Workshop 1
- Large Chart Paper with adhesive top (2 large pads, will use with walls)
- Name Stickers
- Post-Its: 3 colors (ex. Green, Yellow, Red)
- Sets Markers (breakout group for butcher paper)
- Small pads/paper + pens or pencils (participants can take personal notes)
- Handouts (listed below)

HANDOUTS

- Workshop Intake & Exit Survey
- Vocabulary List with Definitions
- Data Flows Handout: Surfing the net, Checking out and reading an eBook
- Signs for Data Flow Exercise (print one)
- National and Local Policies and Regulations
- FAQ: Privacy, Security and Data Protection at Brooklyn Public Library
- Vendor Questions Worksheet
- Diagram of a Library System
- Privacy Layers within the Library
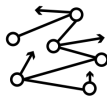
BEFORE WORKSHOP

- Print Handouts ~20 participants
- Prepare printed Intake & Exit Surveys to handout prior to workshop.
- Prepare large paper with written Workshop Agenda including times and breaks to post on wall. Include training website & contact email.
- Identify main and support facilitation roles for agenda items.
- Prepare large papers with Group Data Flows (for mapping activity).
- Place packets of post-it pads, pens or pencils and small pads/paper on each table.

WORKSHOP 1: FACILITATOR'S AGENDA WITH TIMING

Agenda Item		Time	Facilitation Roles	
			Main	Scribe/Support
	WELCOME & WAITING TIME	5 min		
	INTRODUCTIONS	15 min		
	MAPPING DATA FLOWS	70 min		
	BREAK	*10 min*		
	PRIVACY IMPACTS OF LIBRARY SYSTEMS & REGULATIONS	35 min		
	PRACTICAL PRIVACY & SECURITY QUESTIONS	40 min		
	WRAP UP & RESOURCES	5 min		

Total Workshop Time: 3 HOURS

Welcome & Waiting Time [5 min]

Materials
- Name stickers
- Large paper with Agenda, training website info and contact email posted on wall
- Packs of post-it notes, pens/pencils, notepads on each table
- Handouts

Slide:	FIRST SLIDE
Actions:	People arriving, ask everyone to write their First Name and Library System on a *name sticker*.
Prompt:	**Ask them to start completing the Intake Questions** of the Intake and Exit Survey.

Introductions [15 min]

Materials
- Large paper for scribe

Slide:	ABOUT US
Section:	Facilitator, Project & Workshop Introduction (5 minutes)
SPOKEN:	**Facilitator introduce yourself:** **I am** with Research Action Design. We do media and technology development and training with community groups and activists. We recognize that we all bring different kinds of knowledge and experience. And we believe in using these differences to support our learning, through experience based activities and generative knowledge sharing. You'll be asked to participate in these methods throughout today's workshop. This workshop is a part of the **Digital Privacy and Data Literacy** professional training program. It is a collaboration among: ● **Brooklyn Public Library** ● **Metropolitan New York Library Council** ● **New America's Open Technology Institute** ● **Data & Society Research Institute, and** ● **Research Action Design** The project is funded by a grant from the **Institute of Museum and Library Services**..

Slide:	MOTIVATION
SPOKEN:	This project **came out of a prior research** collaboration between BPL and New America, during which librarians and library staff shared concerns, challenges, and questions about digital privacy and security. This is one of two trainings we are conducting at METRO. **Our goal is to address real concerns, challenges, and questions that librarians and library staff shared during that research collaboration.**

| Slide:	GOALS
SPOKEN:	**What to expect:** ● In today's workshop we'll focus on activities people do online everyday in the libraries (for example conducting searches, writing email, borrowing books, etc). We'll look at **how data flows** in these activities -- on the internet, through the library's systems, and **influences on data privacy**. ● The agenda is right here on the wall including our break. ● We'll start and end today with your questions and concerns - Intake Survey to hear the range of interest and experience in the room, and Exit Survey to hear if the workshop was useful for you. ● We are also offering a hands-on workshop on protecting privacy, where you can learn different strategies and tools to manage what information is shared and leaked while you are online. Those workshops are offered twice a month from July through October. **Vocab and terms list** We've created a list of terms that we'll be discussing and defining today. Please feel free to take notes on this as we go. <u>**Classroom Agreements**</u> ● Interrupt me and ask questions! It will help everyone. ● We are all at different levels of understanding and experience, help one another out, share what you know! ● When we're in groups, we'll allow one person to speak at a time, and try to let everyone speak.

Slide:	INTRODUCTIONS
Section:	Participant Introductions (10 minutes)
Prompt 1: (5 min)	**Introductions around the room (option to do in pairs if large group)** ● your **name**, **preferred gender pronouns**, is an invitation to state your gender identity, to make this space safe for trans and genderqueer folks in this learning

	environment, for example I'm Bex and I use "she" and "they" - you can call me as Bex, she or they and I'll answer.
	
	● your **role** and **library system**, and
	● and why you're here - the **Intro Questions**
	    ○ Who are your patrons?
	    ○ What is one thing your patrons ask digital privacy?
	    ○ What do you **wish to learn** about digital privacy? ex. what is a virus?

Prompt 2: **(5 min)**	**Facilitator ask popcorn style**: Who are your patrons? **Facilitator scribe** - Write down short phrases describing patrons on a large piece of paper or whiteboard visible to all. **Facilitator ask popcorn style**: What is something that stood out to you in your conversations, whether concerns, security practices, or things you want to learn about digital privacy? **Facilitator scribe -** Write down the things people **wish to learn** on a piece of paper visible in the room labeled "Learning Goals." **Facilitator connect Ideas -** Make connections between what people are sharing and what we'll talk about today. Emphasize that we are building knowledge to serve our patrons.

Mapping Data Flows [70 min]
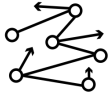
Materials:
- FOR EACH GROUP: Large paper pre-labeled with Flow Names
- Data Flows Handout(s)
- Mapping Data Flows at Home and at Library (email, internet surfing, eReader)
- Pens/Markers

Impacts:
- Define Terms
- Explain how data flows online and in the library information systems,
- identifying "invisible players" (important intermediaries that are part of the information infrastructure)
- Tap into experience of library staff & get them excited for following sections

Description:
- Facilitator will explain definitions to large group
- In 3 groups participants will draw out data flows
- Report backs and big group discussion on each flow
- Pass out the handout at the end of the exercise

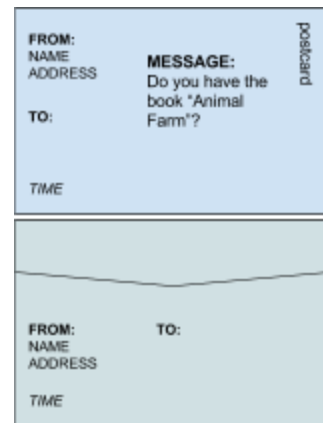| Slide:	DATA FLOWS
Section:	Introduce the exercise with postcard example (5 min).
SPOKEN:	**Facilitator Define terms:** ● Data - We will talk about Data. Data is digital information. It could be a password, an email, a pdf with your signature on it. ● Digital Privacy and Security - When we're talking about Digital Privacy and Security, we're often talking the appropriateness of sharing data. For example, it might be ok for a government program to know your social security number, but not your neighbor. ● Data Flows - We'll talk about Data Flows, by this we mean, how data moves around your device and the internet. In order to understand how data may be private or not, we have to know how it moves -- whether on the internet or through the library system. We'll take some time now to map out how data flows in some common activities on the internet. We'll look at how our personal data is created and controlled and will begin to talk about how we can keep our data more private.

Slide:	POSTCARD EMPTY
SPOKEN:	Let start with an analog example. We'll share an example of how we want you to map these flows. Map the Data Flow of sending a postcard in the mail from Bex to Seeta. TITLE: Sending a Postcard
Prompt:	**Facilitator ask popcorn style:** What's the first step in sending this postcard? What does Bex do? **Facilitator scribe -** Draws out flow of the process as people list the steps a large piece of paper or whiteboard visible to all. **Facilitator ask:** Did we miss anything? **Facilitator scribe - (**ADD as necessary) USPS pickup, processing, delivery, third party companies that fly the planes?

Slide:	POSTCARD DIAGRAM
Prompt:	**Facilitator ask:** At what points can people other than Bex and Seeta see this postcard? **Facilitator scribe -** Circle all of the people who have access to the postcard **Facilitator ask:** If we want to make sure that only Bex and Seeta see this message, how could we protect the information? **Facilitator scribe -** Write people's ideas on a large piece of paper or whiteboard.

Slide:	POSTCARD PRIVACY
SPOKEN:	**Facilitator say:** We'll see these privacy strategies have corresponding digital strategy.

Slide:	DATA FLOW BROWSING THE INTERNET

Section:	Data Flow Across Internet (10 min).
	
	Materials:
	    1. Postcard with a question and envelopes, include the following on the postcard and envelope:
	        a. IP, physical address
	    Timestamp
	        b. Server name
	    2. Role signs: another patron, wifi router, library server, ISP, Internet switches and routers, Destination (Server).

Prompt 1:	**Facilitator:** 1. **SAY:** Now we act out the dataflow together: 2. **DO:** Assign roles: another patron, wifi router, library, ISP, intermediate point(s), destination. The other patron and wifi router should be next to each other. 3. **SAY**: I am on an open wifi network sending an http request. Your job is to route the packet to the server and back without standing up. Pass the postcard to the wifi router. Ask people to remember what they see, as they route the packet to the server. 4. **SAY**: The destination should respond to the question on the paper and send it back. 5. **ASK**: What could each role see?
Prompt 2:	**Facilitator:** ● **ASK**: At what points can people other than the surfer and the site see the information they are requesting? ● **ASK:** At what points do people store information about this exchange of information? ● **ASK:** Who's in charge of the flow of data? ex. Optimum, Google, Server Farms and Web Hosts ● **Point out:** Many of these processes have more steps inside of them
SPOKEN:	**Facilitator describe difference with:** 1. Https request on open wifi network (put request in envelope). **Facilitator describe how:** 1. Http request while plugged in over ethernet, would be like passing it under the table to the router, other patrons cannot see. 2. Http request on closed wifi network, would be like putting postcard in envelope addressed to router, which the router can open and forward. 3. This does not account for ad-services that track you. **Facilitator define as you go:** ● **Facilitator Define Term**: **Third-party**, a person other than the 2 primary parties. In this case, the 2 primary parties are the person interacting with the Library and the Library. ● **Define terms as you go**: WiFi, Modem, ISP, Router, DNS, Server, Host, IP Address, HTTP, HTTPS, open wifi, closed wifi

| Slide:	**DATA FLOW BROWSING THE INTERNET (WITH DIAGRAM)**
Prompt:	**Facilitator ASK:** Everyone look at the diagram on the Data Flows handout. Are there any questions?

Slide:	**MAPPING DATA FLOWS (IN GROUPS)**
Section:	Library Data Flows and Systems - GROUP ACTIVITY (45 min total). Materials: ● Large sheets of paper, one for each group
SPOKEN:	**Facilitator ASSIGN** each group one of the flows: 1. **Sending an email:** Sending an email on a website on a Library Computer Terminal; 2. **Using an eReader**: Borrowing an eBook from the library and reading it on my eReader; **Facilitator SAY**: *We recognize that there's a wide range of knowledge and experience. One of our classroom agreements is "move up, move up" - please use this exercise to move up!* *Each group was given library data flows. You will have 10 mins to draw out the data flow as a group. Think about the people, institutions, devices involved in the communication, and draw them out and pick a person who will summarize what you have done. If a library system is involved, be sure to include that.*
ACTIONS:	**Facilitator - Give the groups time to draw these Data Flows. (10 min)** ● **Walk around:** some groups will be confused (you can help by asking where the flows likely begin); ● **Prompt groups to include notes about personal data***: When are you creating and communicating personal data? How is it kept private?* ● **Give a 2 minute warning**: *We'll come back together in 2 minutes. In each group, choose one person who will summarize what you have drawn.*
Prompt:	**Review drawings and map out with people (25 minutes, ~12 min per scenario)** Go from group to group, **ask each group**: ● Summarize what you've drawn; ● **Ask**: does anyone have anything to add? ● **Ask:** *where the user is creating and communicating personal data?* ● **Ask:** *how do you protect this information?* ● Allow for some discussion and technical questions. ● **Point out where <u>the Library</u> manages** the flow and personal data ● **Point out where <u>third parties</u> manage** the flow and personal data

Background Notes for Facilitators (infobox only)
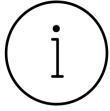
Guides to checking out e-books at BPL:
http://www.bklynlibrary.org/only-bpl/downloadable-media-bpl

Checking out a book for the first time:
Patron ID Database: When a person wants to become a library member, the library will ask for her basic information (I.D., proof of residence). Once approved, the library generates a unique Patron ID number that is associated with this particular individual. This database is linkable to other databases in Sierra. For example, when patron checks out a book, her Patron ID is linked to the library catalog database (which is run by a Canadian company called Bibliocommons) to generate a **circulation record**. As long as you have a book out--you and the library will know your circulation history. **Circulation records are kept confidential between you and the library. When you return the book on time, that circulation record is deleted forever.**

Borrowing an eBook and reading it on my eReader:
http://www.bklynlibrary.org/only-bpl/downloadable-media-bpl
If you have an active BPL library card, then you already have an eAccount. You'll log into it with your library barcode number and PIN. You can check out up to 15 titles, and place up to 10 holds, at a time on your eAccount. Lending periods vary from title to title, but you never have to worry about losing a title or returning it late **–they automatically expire at the end of the loan period and return themselves**. No overdue fees!

There are 2 main catalogs where patrons can browse and borrow eBooks:
- **Overdrive**, books, audiobooks, music and videos; can borrow and then will see the borrowed items on an app (Nook, iPad) or send to your device (Kindle)
- **3M Cloud**, books only; need an app; can borrow through the app

Who owns data on your device?
Amazon erases 1984 from Kindle Devices - in 2009, Amazon discovered that a company who was not licensed to sell George Orwell's books 1984 and Animal Farm had been selling it through the Amazon store, and remotely deleted all copies that people had downloaded to their Kindles.
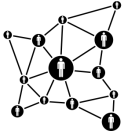
Break! [10 min]

Facilitator: Tell people 5 minute break

Facilitator: Hand out Data Flows and FAQs

Privacy Impacts of Libraries Systems, Laws, and Regulations [35 min]

Materials:
- Large paper (to record notes)
- Stickies on the tables
- Handout: Diagram of a Library System
- Handout: Privacy Layers within the Library
- Handout: Local and National Laws
- Handout: FAQs
- Handout: Vendor Questions Worksheet

Goals:
- Learn how patron data is generated and flows through a library's system including: patron ID, circulation records, PC management, and subscription databases.
- Learn what library systems, policies and local and national laws impact patron privacy.
- Create privacy-aware questions about these policies to bring back to respective library systems.

Description:
- Share information about how data flows in digital processes of the Library.
- Share the handout right away.
- Debrief the handout as a group and have people add questions about these pieces and choose which to deep dive into together.

Slide:	**PRIVACY POLICY AND PRACTICE IN LIBRARIES**
Section:	Intro to Library Systems and Layers (5 min)
SPOKEN:	We have discussed how data physically flows from our computers and over the Internet. Under this physical layer, there is a layer of laws, policies and practices that impact patron privacy. As you know, there are some processes of data collection, storage, and sharing that are unique to the library context. These include things like creating a Patron ID and checking out books and generating circulation records take place in and through the library. How data flows on the library system and who or what might control these flows are helpful to understanding how data can be kept private.
Prompt:	**Facilitator ASK:** What personal data do we create as we're using the library? **Scribe:** Write these as a list on a white board or large piece of paper.

Slide:	**INTEGRATED LIBRARY SYSTEMS**
SPOKEN:	**Facilitator SAY:** A typical library system manages this data through several different external and internal systems.
Prompt:	**Facilitator ASK:** Does anyone know what an integrated Library System is? At the Brooklyn Public Library it is called Sierra.
SPOKEN:	**Facilitator DEFINE TERMS:** ● **Integrated Library Systems** (like Sierra) are a customer relations management system that provides patron-facing and back-end or staff-facing services through the library computer system, for example, the library catalog faces patrons as the library catalog, and on the staff side, the patron database. It connects: ● PC reservation and print management system, ex. Pharos, managed by BPL ● Subscription database/information aggregator, ex. Proquest, 3rd party ● Library catalog, ex. BiblioCommons, 3rd party ● Patron database, managed internally **Facilitator SAY:** What do you call the integrated library systems that you use in your library system? **Facilitator SAY:** While we don't expect everyone to know all of the different items integrated library system, and we ourselves are not library staff or librarians who use this system, here's what's important to remember: some of the databases linked through these integrated library systems are stored or managed locally by the library system, and some are hosted outside of the library system, through third-party services. Note, again, while we (trainers) may not be able to answer all questions about the specifics, we can direct you to both the FAQ we'll review below, and to your colleagues in IT and in the legal department, for answers. We will help you identify questions to bring back to your library system.

Slide:	**WHAT QUESTIONS DO WE NEED TO ASK ABOUT THIRD PARTY AGREEMENTS AND LIBRARY POLICIES?**
Section:	Asking Privacy-Aware Questions about Policies and Systems (15 min)
SPOKEN:	**Facilitator SAY:** Most libraries have four systems that interact with patron data, and thereby impact patron privacy. The first two are generally internal systems, and the third is external:

- **Patron ID Database:** As you all know, you need a library card in order to check out books and use basic services at a Library. When a person wants to become a library member, the library will ask for her basic information (I.D., proof of residence). Once approved, the library generates a unique Patron ID number that is associated with this particular individual. This database is linkable to other databases in an integrated library system.

  How does this system impact privacy?
  At BPL when a patron checks out a book, her Patron ID is linked to the library catalog database (which is run by a Canadian company called Bibliocommons) to generate a circulation record. As long as you have a book out--you and the library will know your circulation history. Circulation records are kept confidential between you and the library. When you return the book on time, that circulation record is deleted forever. Bibliocommons has agreed not to store the records, unless you opt-in to have them remember your books.

- **PC Reservation and Print Management System:** To reserve a computer, you need a library card. You've seen it all before: a patron will type in a barcode number (or swipe your library card) at a computer terminal. Your "reservation request" runs through the Sierra system, so that the computer reservation and print management software system can associate a particular computer terminal with a Patron ID. Library policy determines how long a computer session will be, and the system will automatically log you out after a set amount of time.

  How does this system impact privacy?
  At BPL, once you log off (or the system logs you off automatically), the system "wipes" the user files on the computer, meaning library staff and other patrons cannot see what you did on the computer or browser. The IT department of BPL maintains a record of computer use including the Patron IDs, the terminals they accessed, for up to 3 years accessible only through subpoena. Additionally, libraries may take steps to protect patrons Internet activity from other patrons and staff. At BPL, after a session concludes the history and cookies are deleted from the computer. How long are computer sessions at your library? How long does your library maintain records of computer access and use? Who can access these and how?

- **Library Catalog:** A library catalog is a register of all bibliographic items found in a library or group of libraries, such as a network of libraries at several locations. BPL uses Bibliocommons, a Canadian based company, to maintain and run the library catalog that patrons interact with. Your interactions with Bibliocommons are confidential, like your other library records, but you can elect to share your activity with the Bibliocommons community. Bibliocommons also has its own privacy policies and practices.

  How does this impact patron privacy?
  When you access your holds, checked out materials, and recently returned

	items through BiblioCommons, that data is fetched (or requested) from the data your library maintains and displayed for you in your account. It is not stored by BiblioCommons. When you log out of your account, no record of your holds, checked out materials, or recently returned items are retained on BiblioCommons' servers. BiblioCommons will have the following information: Name, Library ID, PIN, birthdate, and email address. ● **Subscription Databases:** On a library website, if you want to access different databases or services (like Proquest for searching from journal articles), your request will be funneled through the integrated library system. If your Patron ID is required, the integrated library system will link your ID number to a particular database, for example, an external website, like Proquest, which is embedded in the body. The Library does not keep what you search for using these services. However, a third-party service like Proquest, Overdrive or 3M might do its own tracking of you. **How does this impact patron privacy?** What is collected and sold is determined by user agreements and agreements that the library has with the service.
Prompt 1:	**Facilitator ASK**: Has anyone ever participated in changing your library's privacy policies -- your own library's or the third party agreements your library makes? Who do you go to? How do you adjust the policies? What was happening?
Prompt 2:	**Group Activity (10 min):** What questions do you need to ask about your library's systems and policies? Spend 10 minutes brainstorming questions that you need to ask, write them on the stickies. Try to come up with a few questions for each of the categories (categories are on the ILS slide). **Facilitator ASK:** each group to **report out** their most important question. **Facilitator Scribe -** record the questions that groups report out on a large piece of paper or whiteboard visible to all. **Facilitator SAY**: If you are really interested in this issue, one of your handouts can help you research your library systems third party policies (show HANDOUT).

Slide:	**WITHIN LIBRARY, PRIVACY IMPACTED BY MANY LAYERS**
Section:	WRAP UP: Legal and policy framework (5 min)
SPOKEN:	**Facilitator SAY:** How these systems operate is impacted by legal and policy factors determined by the library, government and companies. **Library Policy:** First, library systems have the power to establish guidelines for how data is stored, deleted, or shared. A library system can and does set its own policies as to who has access to certain kinds of data. **Third party policies and agreements:** In addition, It also has agreements with third party companies it uses to provide services. For example, Bibliocommons, a Canadian based company, has developed and runs the library catalog that patrons at libraries interact with. Bibliocommons has its own privacy policies and practices with respect that patrons that use their services. **Laws and Regulations:** Finally, libraries operate under local and national laws and regulations. State and federal laws govern libraries and their data collection practices too. For example, NY State law dictates that library records must be kept confidential. Another law, the Children's Internet Protection Act, influences network management at the library. If the library receives e-Rate funding, which BPL does, it must install filtering software on its network that (ostensibly) prevents children from accessing harmful or obscene content on the Internet. And then there's the Patriot Act, which requires the library provide access to library records when requested with the appropriate authorization. **Facilitator Review Laws and Policies handouts.**

Practical Privacy and Security Questions [40 min]

Materials:
- FAQ: Privacy, Security and Data Protection at Brooklyn Public Library
- Notepads & pens/pencils (optional)
- Large piece of paper for recording question

Goals:
- Generate shared knowledge about privacy- or security-specific questions that arise in library setting.
- Improved familiarity tools and techniques that promote digital privacy.

Description:
- In small groups based on library setting participants come from, participants share common questions they have asked themselves or been asked by patrons or colleagues.
- They will share best practices for answering these questions.
- Each small group will create a handout or sign that responds to their patron questions and will share back with the group.
- Where answers cannot be crowd sourced, facilitator will provide information.

SPOKEN:	**Facilitator SAY:** We've gone through mapping flows and looking at the infrastructure of the internet and data flows, and we have looked at how policies and laws impact patron privacy. We have about 40 minutes left of the workshop, and we want to get to your privacy questions. We also want to think critically about how to answer patron privacy questions given answering patron questions effectively is just as important as knowing the answer. In this section we will talk through the practical application of understanding how our data moves drawing on your experience as librarians and library staff to get some of these questions answered.
Prompt 1:	**Questions and Example (10min)** **Facilitator ASK:** 1. **Get into groups:** Create groups. Ask participants to sort into "patron facing" or "internal library" roles. 2. **Individual Questions:** Individually, write down questions that are important for patrons. Write each question on a post-it and write as many as you can. Write down questions you do know the answer to as well as questions you don't know the answer to. 3. **For the Patron-Facing group, create a sign or handout**. For at least one of your questions, come up with language for a sign or handout that would support patrons asking your questions. Try to use as much information that we learned today in your response. 4. **For Internal Library roles, create a policy or handout that describes a data policy that exists or that you would propose.**

	5. **Shareback signs and handouts:** Each group shares the signs and handouts they created with the full group. (15 min total).
Prompt 2:	**Q & A from stickies (15 mins)** Facilitator: Go through the rest of the questions, answering the ones that seem most important.

Wrap Up & Resources [5 min]

	Materials: ● Exit Surveys ● Handouts ● Large paper with website and contact information
Slide:	**PRIVACY POLICY AND PRACTICE IN LIBRARIES**
Slide:	**RECOMMEND THIS WORKSHOP TO FRIENDS**
Prompt:	**Facilitator ASK**: Please take some time to answer the Exit Questions and hand it to us. (pause for about 5 minutes to allow people to complete the exit survey)
SPOKEN:	**Facilitator REVIEW handouts, next steps, course site, contact info:** **REVIEW HANDOUTS** ● You're leaving with a few handouts. (Describe the handouts.) **NEXT STEPS** ● Let colleagues know we will be offering these courses monthly through October. **SHARE COURSE SITE** ● http://dataprivacyproject.org **SHARE CONTACT INFO** ● For more information about the project, email dataprivacy@bklynlibrary.org. **THANK** participants for attending, before closing the workshop.
ACTION:	**Facilitators DO** Collect & review Intake Survey, Exit Surveys & Signs/Handouts generated in final exercise ● Store materials at METRO

END Workshop 1.