

System Setup for Patron Privacy

How to protect the library and its patrons

Who your presenters are....

Wes Osborn

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Central Library Consortium



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Technology Services Coordinator
Cuyahoga Falls Library



Outline

The who/what/why of ILS privacy

ILS Configuration Details

HTTPS

ILS Log files

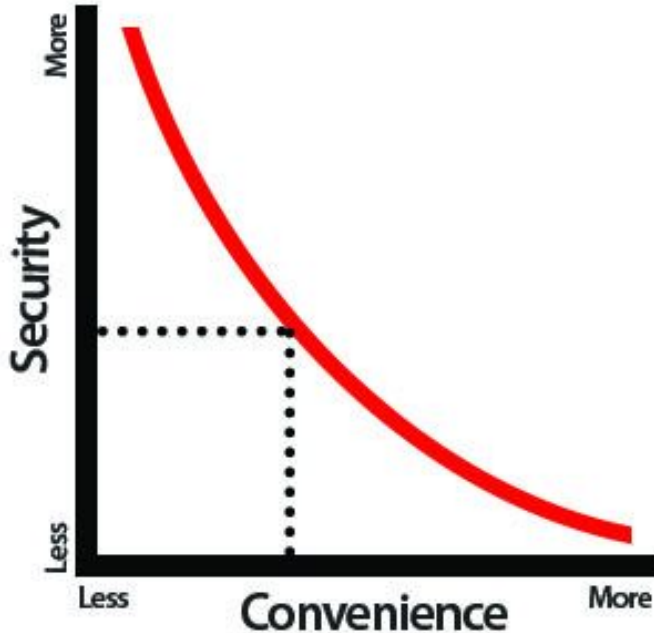
Protecting data *in motion*

PINs

Innovative ILS privacy/security wishlist

The great debate

Security vs. Convenience



More information =
better troubleshooting

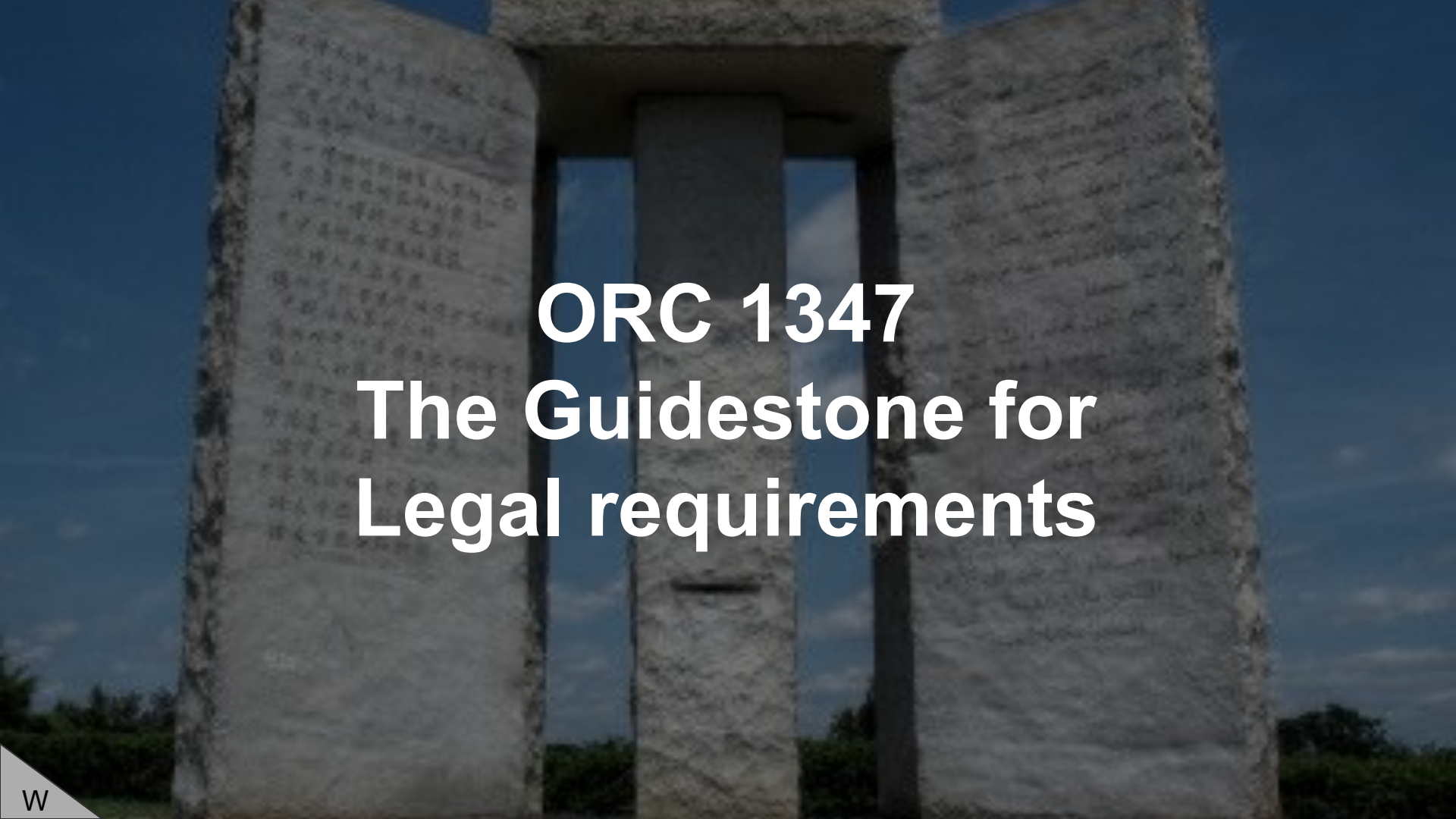
More information =
bigger security risk



DO WANT

Finding the balance





ORC 1347
The Guidestone for
Legal requirements



**A brief word
about GDPR**

General Data Protection Regulation - EU Regulation

The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union.

Certainly important to those libraries that service EU citizens

Much like PCI, the principals are generally sound and worth considering even if you fall outside the GDPR scope

Because III is a global company, they're working on help EU customer's achieve GDPR compliance

**You
probably
have more
CPI data
than you
think**

ORC 1347.01 (E):

"Personal information" means any information that describes anything about a person, or that indicates actions done by or to a person, or that indicates that a person possesses certain personal characteristics, and that contains, and can be retrieved from a system by, a name, identifying number, symbol, or other identifier assigned to a person.

CPI that your ILS might have

Address/Phone/eMail/DL/PIN

Current/former CKOs

Notification History

Payment History

Protecting CPI from Whom?

Family

Staff

Friends

Volunteers

Acquaintances

Protecting CPI from What?

Data breaches

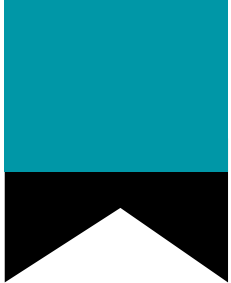
Social engineering attacks

Government (with warrant)

Government (without)

Minimize CPI You Have





Limit Data Retention

Delete old patron records.

Forgive and check in long-billed items.

Delete other old data.

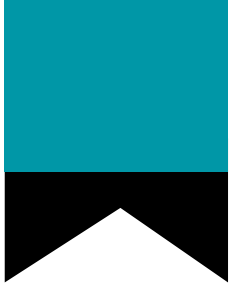


Limit Data Retention

Last patron

Payment history

Notification history

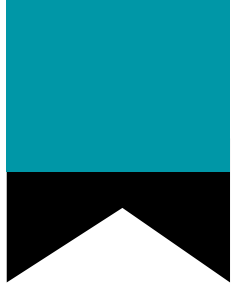


Don't Forget

Printouts

Exported data

Emailed data



Reading History

Set to require opt in.

Visible to staff with SQL access
(in Sierra and Polaris)

Required for Outreach services in
Polaris



Shadow profiles (Facebook)

Collects information about individuals who don't use Facebook

How the “like” button works

The button allows website users who click on it to share instantly the pages and content from the website on their Facebook profiles. This technology is a rapidly-growing marketing tool.

What most people are not aware of is that this button also uses cookies that automatically send personal information, such as the user's IP address and browser string, from the website user's computer to Facebook when the website is accessed. This transmission of information occurs even if the button is not clicked or the user is not a registered Facebook user.

If the “Like” button on your PAC has low engagement, consider turning it off



**Sierra /
Millennium
Transaction
Data**

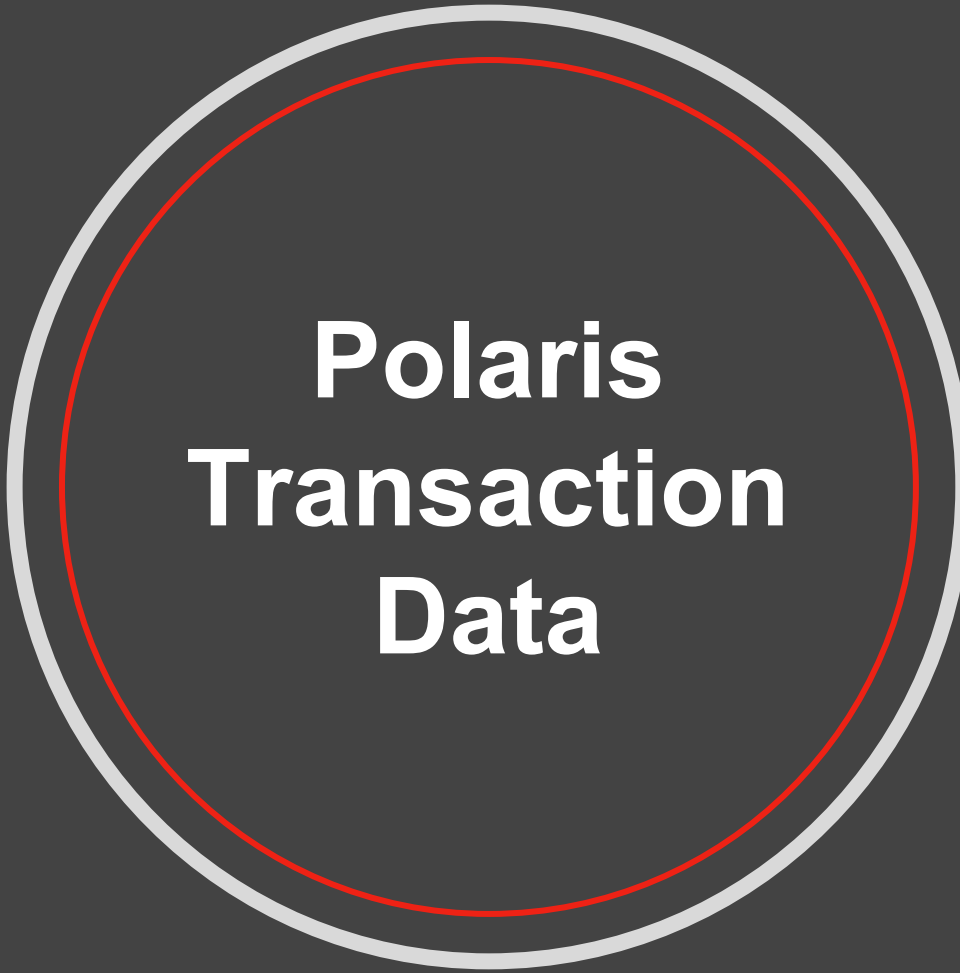
Circ Transaction Log

Useful for software troubleshooting

Default: Two weeks

Ill can change retention period.

You can view it with SQL (Sierra).



**Polaris
Transaction
Data**

Item Transaction History

Item Record 33 - Circulation History - Polaris

File Edit View Links Tools Help

Barcode: Record status: ILL EContent Non-circulating Display in PAC

Title: **Bib control number:**

Author: Parent item: Item control number:

Call number: Price: Issue control no.:

Owner: Shelf location:

Assigned: Temporary location:

Collection: Circulation status:

Home branch: Not float

History

Date	Assigned Branch	Status	Action	Location	User/WKS
9/9/2017 1:46:27 PM	Fairfield County Baltimor...	Out	Renewal	Wagnalls M...	emccloy/W...
8/16/2017 6:41:43 PM	Fairfield County Baltimor...	Out	Renewal	Wagnalls M...	astadvec/...
7/18/2017 1:50:17 PM	Fairfield County Baltimor...	Out	Renewal - Mobile PAC	Wagnalls M...	OPAC Def...
6/20/2017 12:12:44 AM	Fairfield County Baltimor...	Out	Renewal - Mobile PAC	Wagnalls M...	OPAC Def...
5/30/2017 2:18:14 PM	Fairfield County Baltimor...	Out	Renewal - Mobile PAC	Wagnalls M...	OPAC Def...
5/2/2017 10:39:12 AM	Fairfield County Baltimor...	Out	Renewal - Mobile PAC	Wagnalls M...	OPAC Def...
4/4/2017 6:07:55 PM	Fairfield County Baltimor...	Out	Renewal - Self Check	Wagnalls M...	PolarisExe...
3/26/2017 2:08:22 AM	Fairfield County Baltimor...	In-Transit -> Out	Checked out	CLC Electro...	khock/Sys...
3/26/2017 2:04:56 AM	Fairfield County Baltimor...	In -> In-Transit	To Fairfield County Baltimore Branch (FCDLBA)	CLC Electro...	khock/Sys...

Item Record

Optional PatronID Column (not shown)

Turning off Patron ID Display

The screenshot shows the Administration Explorer interface for a system. The left pane displays a tree view of system components, with 'Parameters' selected. The right pane shows a table of parameters. A large grey arrow points from the title 'Turning off Patron ID Display' to the 'Item record history display patron ID' parameter row, which is highlighted in blue.

Parameter	Value
Auto-suggest feature enabled	Yes
Bibliographic record delete: Allow if there are holds	No
Bibliographic record do not overlay feature enabled	No
Bibliographic record replace: Maximum allowed in one o...	50
Item record delete: Allow if there are holds	Yes
Item record history display assigned branch	Yes
Item record history display patron ID	No
Item record history time threshold	365 day(s)

Even when hidden; still in the database

```
select top 100 * from polaris.polaris.ItemRecordHistory|
```

100 %

Results Messages

	ItemRecordHistoryID	ItemRecordID	TransactionDate	ActionTakenID	OldItemStatusID	NewItemStatusID	AssignedBranchID	InTransitRecvdBranchID	PatronID
1	299756547	17	2017-02-07 08:24:38.153	37	1	1	7	7	NULL
2	303130310	21	2017-02-23 12:08:24.680	8	1	1	20	20	NULL
3	341443930	26	2017-08-25 15:08:37.207	8	1	1	24	NULL	NULL
4	309696410	26	2017-03-27 17:06:53.383	22	4	1	24	NULL	NULL
5	309696385	26	2017-03-27 17:06:42.800	66	4	4	24	NULL	
6	309696384	26	2017-03-27 17:06:42.783	22	1	4	24	NULL	
7	309696239	26	2017-03-27 17:05:46.040	22	4	1	24	NULL	
8	309696192	26	2017-03-27 17:05:30.707	66	4	4	24	NULL	
9	309696191	26	2017-03-27 17:05:30.707	22	1	4	24	NULL	
10	309346800	26	2017-03-26 00:25:45.840	11	2	1	24	NULL	
11	309346799	26	2017-03-26 00:25:24.653	13	4	2	24	NULL	
12	309346798	26	2017-03-26 00:24:58.910	66	4	4	24	NULL	
13	309346797	26	2017-03-26 00:24:58.787	22	1	4	24	NULL	
14	309346796	26	2017-03-26 00:22:04.433	9	1	1	24	NULL	
15	293271472	26	2017-01-05 14:08:27.470	11	2	1	24	NULL	
16	293129273	26	2017-01-05 06:48:32.130	50	2	2	24	NULL	
17	285446999	26	2016-11-28 06:08:01.573	93	2	2	24	NULL	
18	280105137	26	2016-10-31 06:07:22.160	93	2	2	24	NULL	
19	274570926	26	2016-10-03 06:07:25.990	93	2	2	24	NULL	
20	288341384	28	2016-12-08 14:56:19.873	8	1	1	9	9	NULL

Limiting item history retention

Administration Explorer - System - Central Library Consortium - Polaris

File Edit Help

Administration Explorer - System

Administration Explorer - System

- System: CLC
 - Parameters
 - Profiles
 - Permissions
 - Security
 - Policy Tables
 - Database Tables
 - Notification Tables
 - Server
 - Library
 - Branch
 - Collection
 - Workstation
 - Staff Member
 - Patron

Parameters

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	PAC
			Notification
Parameter		Value	
P Auto-suggest feature enabled		Yes	
P Bibliographic record delete: Allow if there are holds		No	
P Bibliographic record do not overlay feature enabled		No	
P Bibliographic record replace: Maximum allowed in one o...		50	
P Item record delete: Allow if there are holds		No	
P Item record history display assigned branch		Yes	
P Item record history display patron ID		No	
P Item record history time threshold		365 day(s)	
P MARC Re-index during next server upgrade		No	
P Mark embedded holdings tag as processed		Yes	
P Normalize ambiguous LCCNs as if they are in the old for...		Yes	

Last use patron display

Item Record 33 - Circulation - Polaris

File Edit View Links Tools Help

Barcode: Record status: ILL EContent

Title:

Author: Parent item:

Call number: Price:

Owner: Shelf location:

Assigned: Temporary location:

Collection: Circulation status:

Due date: Current borrower:

Check-out date: Loaning branch:

Renewals taken: Limit: Held for patron:

Last renew date: Held at:

Original due date:

Last location

Check-in at:

Date:

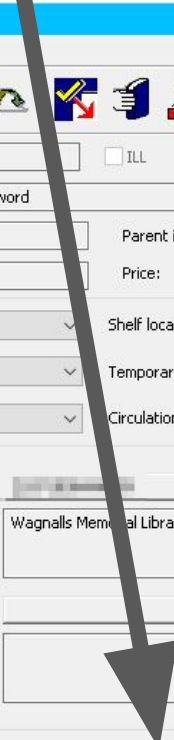
Wks/User:

Last use

Last borrower:

Loaning branch:

Last circulated:



Last use patron display on/off toggle

m - Central Library Consortium - Polaris

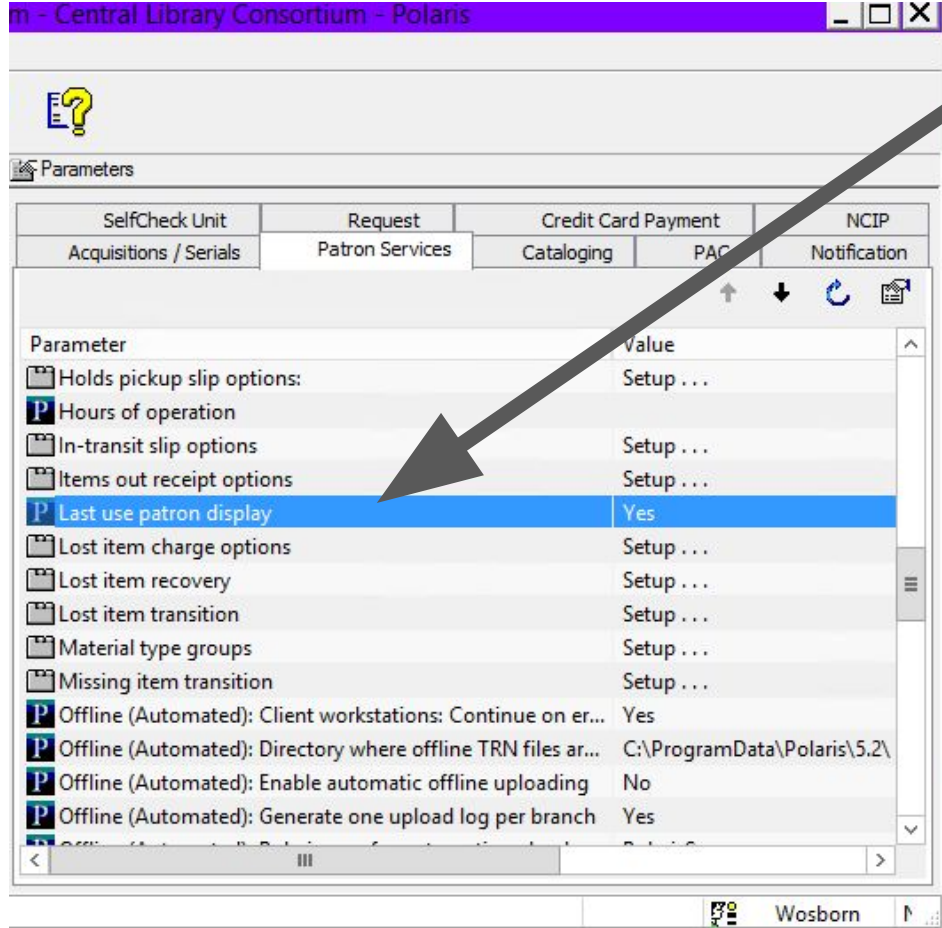
Parameters

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	PAC
			Notification

Parameter Value

Hold pickup slip options:	Setup ...
P Hours of operation	
In-transit slip options	Setup ...
Items out receipt options	Setup ...
P Last use patron display	Yes
Lost item charge options	Setup ...
Lost item recovery	Setup ...
Lost item transition	Setup ...
Material type groups	Setup ...
Missing item transition	Setup ...
P Offline (Automated): Client workstations: Continue on er...	Yes
P Offline (Automated): Directory where offline TRN files ar...	C:\ProgramData\Polaris\5.2\
P Offline (Automated): Enable automatic offline uploading	No
P Offline (Automated): Generate one upload log per branch	Yes

Wosborn



Transactions database

The screenshot displays the 'Transaction Logging' configuration for the 'Transactions' database in Microsoft SQL Server Enterprise Manager. The left pane shows the server hierarchy, and the right pane shows the 'Transaction Logging' properties. The 'Transaction Logging' property is highlighted with a red box, indicating it is set to 'Full'.

Transaction Description	Log Transaction
Browse heading updated	Yes
Campaign record created	Yes
Campaign record deleted	Yes
Campaign record modified	Yes
Cataloging template created	Yes
Cataloging template deleted	Yes
Cataloging template modified	Yes
Check in	Yes
Check out	Yes
Community profile created	Yes
Community profile deleted	Yes
Community profile modified	Yes
Course reserve record created	Yes
Course reserve record deleted	Yes
eCommerce Payment	Yes
Econtent hold request cancelled	Yes
Econtent hold request created	Yes
Econtent hold request satisfied	Yes
Fiscal year created	Yes
Fund created	Yes
Hold request created	Yes

PolarisUserID	WorkstationID	TransactionTypeDescription	transactionsubtypeid	TransactionSubTypeDescription
1	8	Check out	4	MaterialType
1	8	Check out	6	PatronID
1	8	Check out	7	PatronCode
1	8	Check out	33	PatronStatClassCode
1	8	Check out	38	ItemRecordID
1	8	Check out	60	Item Statistical Code
1	8	Check out	61	Assigned Collection Code
1	8	Check out	123	Patrons Assigned Branch ID
1	8	Check out	125	Items Assigned Branch ID
1	8	Check out	145	Checkout Type
1	8	Check out	186	Checkout Date
1	8	Check out	220	CourseReservelD
1	8	Check out	224	TermID
1	8	Check out	233	HoldRequestID
1	8	Check out	264	NextHoldRequestID
1	8	Check out	268	Item Home BranchID

Transactions database - Single CKO event

Circ SA Parameter allows PatronID to be removed

Parameters

Acquisitions / Serials Patron Services Cataloging PAC Notification SelfCheck Unit Request Credit Card Payment NCIP

Parameter	Value
Outreach title rating enabled	No
Overdues: # of days until long overdue	30
Overdues: Add closed days/dates to grace days	No
Overdues: Block for long overdue items	No
Overdues: Charge fines for claimed items	No
Remove patron ID from circ transactions	

Enable patron ID removal

0 Term: exact date Date: Friday, September 15, 2017

OK Cancel Help

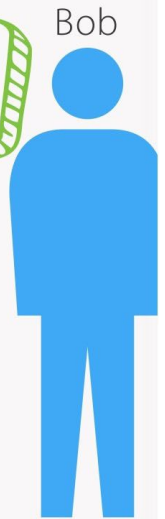
Remove patron ID from circ transactions Setup ...

A decorative graphic on the left side of the slide, consisting of a teal-colored triangle pointing downwards and to the right, with a white diagonal line running through it.

Understanding and using HTTPS

IN A NUT-SHELL

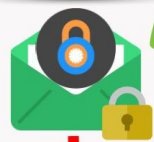
Mr. Sniffer



Sending an Encrypted Email



Unreadable



Receiving Encrypted Email and Decrypting it



Encrypted throughout the transit

Google tightens noose on HTTP: Chrome to stick 'Not secure' on pages with search fields

In October, Google will begin phase two of its plan to label all HTTP pages as non-secure.



By [Liam Tung](#) | April 28, 2017 -- 12:32 GMT (05:32 PDT) | Topic: [Security](#)

But why?

It's extremely common for websites to protect your password by encrypting the initial login, but surprisingly uncommon for websites to encrypt everything else. This leaves the cookie (and the user) vulnerable. HTTP session hijacking (sometimes called "sidejacking") is when an attacker gets a hold of a user's cookie, allowing them to do anything the user can do on a particular website. On an open wireless network, cookies are basically shouted through the air, making these attacks extremely easy.

This is a widely known problem that has been talked about to death, yet very popular websites continue to fail at protecting their users. The only effective fix for this problem is full end-to-end encryption, known on the web as HTTPS or SSL.

<http://codebutler.com/firesheep>

Accounts could be logged into by the “sniffer”. The cookie with the session id wasn’t encrypted after login.

*No longer possible on Facebook.



Name

ASP.NET_SessionId

Content

nfo1ckfsgnrul5hf322eij2r

Domain

catalog.clcoho.org

Path

/

Send for

Any kind of connection



Session ID = Golden ticket & NOT required to be sent over HTTPS



Your connection is not private

Attackers might be trying to steal your information from **192.168.10.106** (for example, passwords, messages, or credit cards). [Learn more](#)

NET::ERR_CERT_AUTHORITY_INVALID

Automatically send some [system information and page content](#) to Google to help detect dangerous apps and sites. [Privacy policy](#)

HIDE ADVANCED

Back to safety

This server could not prove that it is **192.168.10.106**; its security certificate is not trusted by your computer's operating system. This may be caused by a misconfiguration or an attacker intercepting your connection.

3rd parties (for a fee) verify you are who you say you are - they're known as certificate authorities



Let's Encrypt is a FREE Certificate Authority



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[Get Help](#)

[Donate](#) ▾

[About Us](#) ▾

About Let's Encrypt

Let's Encrypt is a free, automated, and open certificate authority (CA), run for the public's benefit. It is a service provided by the [Internet Security Research Group \(ISRG\)](#).

We give people the digital certificates they need in order to enable HTTPS (SSL/TLS) for websites, for free, in the most user-friendly way we can. We do this because we want to create a more secure and privacy-respecting Web.



Where do you need HTTPS? Polaris edition

Leap

SimplyReports

Polaris API

PowerPAC / MobilePAC

SQL Server Reporting Services (Reports & Notices)

SQL Server Reporting Services TLS configuration is hard, use this guide:

<https://go.clcoho.org/ssrsconfig>
(pg. 22 and onward has TLS config info)

Notes about HTTPS in PowerPAC

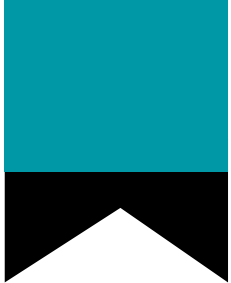
You should enable it everywhere NOT just on login

It might break 3rd party enriched providers

Novelist, ContentCafe, Google Analytics are confirmed to WORK but DO require settings changes

It might break older browsers, but those folks should probably not be browsing the web anyhow

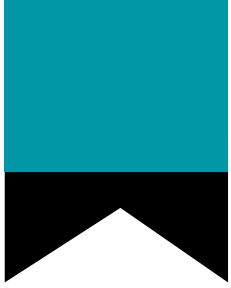
HTTPS in Sierra / Millennium / Encore



Webpac & Encore HTTPS

Server-side: Not yet

Javascript re-direct



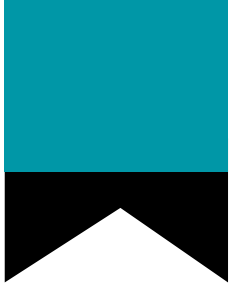
Other HTTPS

Sierra Admin uses HTTPS

Webpac / Encore cookies secure



ILS Logs



Google Analytics - Webpac

Contain patron numbers (not barcodes)

Site content - all pages - search for
“patroninfo”

Can remove using a filter

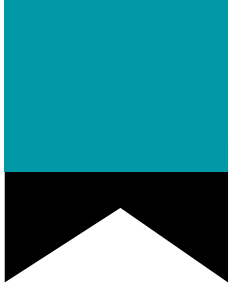


Google Analytics - Polaris

MobilePAC Contain patron ids (not barcodes)

Site content - all pages - search for “myaccount/details”

Can remove using a filter



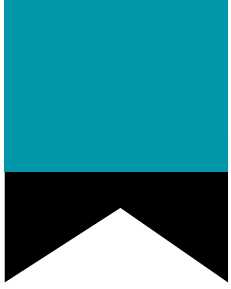
Alternative: Matomo

Privacy compliant

Can anonymize IP addresses

Can purge tracking data regularly

Do Not Track support



Webpac Logs

Contains patron numbers

IP address, OS, time, date, browser

Could tie patron to subsequent searches



Polaris Logs



**Polaris leaves log files
EVERYWHERE**

Known log file locations (Polaris)

CHECK: **c:\programdata\polaris** on ANY Polaris server

DB: \ProgramData\Polaris\5.2\Logs\EXPORTNOTICES

DB: \ProgramData\Polaris\5.2\Logs\SSIS\CollectionAgency

DB: \ProgramData\Polaris\5.2\Logs\SDI (saved search)

SIP: \ProgramData\Polaris\5.2\Logs\SIP

PAC: \inetpub\logs

PAPI: \inetpub\logs

Powershell Log Cleanup script

```
$limit = (Get-Date).AddDays(-90)
```

```
$path = "C:\programdata\polaris"
```

```
# Delete files older than the $limit.
```

```
Get-ChildItem -Path $path -Recurse -include *.log -Force |
```

```
Where-Object { !$_.PSIsContainer -and $_.LastwriteTime -lt $limit } |
```

```
Remove-Item -Force
```

WARNING!! Test locally and **LIMIT EXTENSIONS** to *.log





Other Polaris Files

Offline files on workstation - ProgramData\Polaris\5.2\Offline

PatronID	FreeTextBlock
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION. 2017
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION. 2017
[REDACTED]	DNR - MAIL RETURNED, PLEASE UPDATE ADDRESS/LGMCIRC/11/3/10
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION
[REDACTED]	ALERT: PATRON OVER AGE 18. UPDATE INFORMATION. 2017

Report files - Documents\My Reports

This PC > Documents > My Reports

Name	Date modified
 Bib Bulk Change Status (1211).pdf	6/29/2017 4:14 PM
 Bib Bulk Change Status (1217).pdf	6/29/2017 4:21 PM
 Bib Bulk Change Status (1231).pdf	8/17/2017 6:01 PM
 Collection Agency Synchronization.pdf	5/1/2017 11:49 AM



 Windows 10
BitLocker

BitLocker benefits

Central management

Protects portable devices

Protects in cases of theft

Makes equipment disposal w/SSD drives easier

Available on Win 10 Pro, Enterprise & EDU Editions

Protecting data in motion



The background is split diagonally from the top-left to the bottom-right. The upper-left portion is white, and the lower-right portion is black with a repeating pattern of dark grey circles.

Polaris receipt options

Lots of potential
CPI on receipts

07510
Cohen, Sylvia
UDF #1: 324-65-1047
UDF #2:
UDF #3:
UDF #4:
UDF #5:

Item: 108647
Title: Quilt-as-you-go
Call no.: 746.9 MIL
Material: Book
Due: 03/21/2014

CKI Receipt Options

Parameters

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	PAC
			Notification

↑ ↓ ↻ 📄

Parameter	Value
Account transaction deletion	Setup ...
Accrued fine options	Setup ...
Associated patron options	Setup ...
P Check-in: auto-charge fine from item work form and fin...	Yes
Check-in: Listview options	Setup ...
P Check-in: Prompt for in-transit in bulk mode	No
P Check-in: Prompt for in-transit in normal mode	No
Check-in: Receipt options	Setup ...

Check-in Receipt Options [X]

Contents Selection

Options:	Selections:
Author	Patron barcode [limited]
Due date	Call number
Item assigned branch	Material type
Patron barcode [full]	Item barcode
Patron name	Title
Status	

=Add=>>

CKO Receipt Options

The screenshot displays a software interface for configuring CKO (Check-out) Receipt Options. At the top, there is a navigation menu with tabs for 'SelfCheck Unit', 'Request', 'Credit Card Payment', and 'NCIP'. Below this, a sub-menu shows 'Acquisitions / Serials', 'Patron Services', 'Cataloging', 'PAC', and 'Notification'. The main area contains a table of parameters and their values.

Parameter	Value
Check-in: Prompt for in-transit in normal mode	No
Check-in: Receipt options	Setup ...
Check-out: Charge options	Setup ...
Check-out: Listview options	Setup ...
Check-out: Optional patron data	Setup ...
Check-out: Receipt options	Setup ...

Below the table, a window titled 'Check-out Receipt Options [CLC (sys): Central Library Consortium]' is open. It shows the following configuration options:

Settings defined at...

- CLC (sys): Central Library Consortium

Select content to appear on...

Both printed and e-mail receipts:

- Call number
- Item barcode
- Item count
- Library phone
- Material type
- Patron barcode [limited]
- Patron name

E-mail receipts (additional):

- Include Custom note from printed receipts
- Include summary data
- Prompt for eReceipt configuration in Leap

TXT receipts:

- ...

Fine Receipt Options

Parameters

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	PAC
			Notification

↑ ↓ ↻ 📄

Parameter	Value
📁 Duplication detection options	Setup ...
📁 End-of-term due date options	Setup ...
📁 EReceipt options	Setup ...
📁 Express patron registration options	Setup ...
📁 Fine and loan period defaults	Setup ...
📁 Fine receipt options	Setup ...

Fine Receipt Options [X]

Contents Selection

Options:	Selections:
Call number	Library phone
Driver's License or Photo ID Numb	Web address
Filter Level	Suppress for waived charges
Item barcode	
Locally Defined	
Material type	
Patron barcode [limited]	
Patron name	
School District	

=Add=>>

<<=Remove=

Hold pickup slip options

SelfCheck Unit	Request	Credit Card Payment	NCIP
Acquisitions / Serials	Patron Services	Cataloging	PAC
			Notification

↑ ↓ ↻ 📄

Parameter	Value
📁 Holds pickup slip options:	Setup ...

Hold Pickup Slip Options

Options Contents Selection

Enable Pickup Slip Append hold call slip

Print options

Print full patron name Print characters of patron last name

Print digits of the patron barcode

Large print

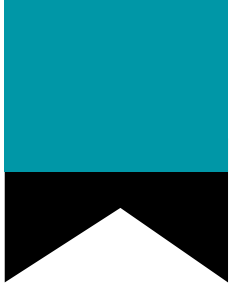
Orientation

Horizontal Vertical Tag

Trailing blank lines

Hold slips combined

None Combine hold pickup and in-transit slip Append hold call slip to pickup slip

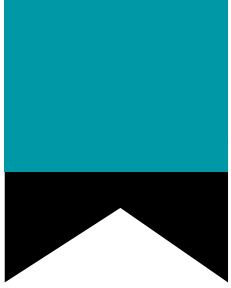


Sierra / Mill Receipt Options

Checkout receipts can be emailed.

Email is a postcard.

Goes through the internet in plain text

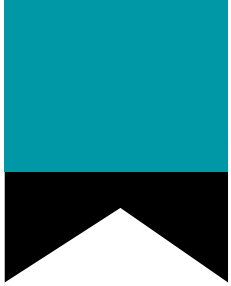


Confidentiality of Notices

Printed

Voice mails

Email notices(!)



Increasing e-notice privacy

Remove all confidential information

Or at least mailing address

An alternative to email notices?

Other Ways We Use Email

New titles - preferred searches

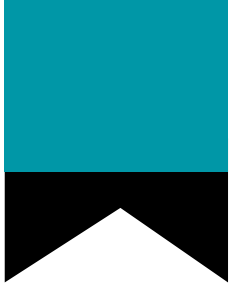
An alternative?

Phone Notices Logs

Clear Teleforms logs after monthly stats

The image features a decorative border composed of a repeating pattern of white triangles pointing outwards, set against a black background. This border frames a central white rectangular area. Inside this white area, the text "Other Data in Motion: Patron API" is centered in a bold, black, sans-serif font.

**Other Data in Motion:
Patron API**



Sierra Patron API Fields

Name

PMESSAGE

Address

Money owed

Phone #

Notes

Birth date

Dozens more



Sierra Patron API Best Practices

Have III remove some variable-length fields.

Use HTTPS only.

Restrict access by IP using Limit Network Access or your firewall.



PINs

Sierra / Millennium PINs

More secure than just name and card number

Maybe something besides the last 4 digits of your phone #

Feature for changing your PIN

Not visible to staff

Good “forgot your PIN?” feature

Polaris PINs

Important changes in 5.1 SP 1: “As an increased security measure, the system now ***deletes*** the patron's existing password and auto-generates a new password. The patron receives an email containing the new password.”

Improvements still needed: Temporary reset link should be used instead, link should go out via e-mail or SMS/Text.

<https://idealab.iii.com/alwaysopen/Page/ViewIdea?ideaid=334>

A close-up photograph of a birthday cake. The cake is decorated with white frosting and has a large number of lit candles on top. The candles are in various colors, including blue, pink, yellow, and white, and their flames are bright and glowing. The background is a solid green color. The text "Innovative wishes" is overlaid on the left side of the image.

Innovative wishes

HTTPS Everywhere

HTTPS Everywhere is a Firefox, Chrome, and Opera extension that encrypts your communications with many major websites, making your browsing more secure.

Encrypt the web: Install HTTPS Everywhere today.



[Install in Chrome](#)



[Install in Firefox](#)



[Install in Firefox for
Android](#)



[Install in Opera](#)



Native Support for
Let's Encrypt to make
HTTPS/TLS Easy for
everyone

Clearing last use patron
data after NNN days:



<https://idealab.iii.com/allwaysopen/Page/ViewIdeas?ideaId=3451>

Leap has patron password in plain text ticket #622664

```
▼ <div class="col-md-6">  
  <label>Password</label>  
  <input class="input-block-level" type="password" value="2222" name="Password" data-req="false">
```

Consider adding support for 3rd party privacy tools


<https://www.privitar.com/>

Privitar Publisher™ takes sensitive data and applies a privacy policy to create an anonymised copy which can safely be used for investigative analytics, machine learning, and sharing with trusted parties.

Privitar Publisher tokenises or encrypts identifying fields in a dataset, and then perturbs the rest of the data to prevent re-identification via linkage attacks. This statistical perturbation mitigates risk while preserving the analytical utility of the dataset. Centralised privacy policy management ensures consistency, accountability and traceability, with clear recording of data lineage and auditing of usage.

A magnifying glass with a black handle and frame is positioned over a document. The document contains various numbers and some faint text, including the word 'AUDIT'. The magnifying glass is centered over the main text. The background is a blurred image of a document with numbers and text.

**Better auditing of
patron account
access by staff**



**Ability to restrict API
keys to only returning
non-CPI data**

Really what we want Innovative to do is



**MAKE PRIVACY
FIRST AGAIN**

Some good news from Innovative

<https://www.iii.com/security/>

If you find “new” security issues, open them as a Supportal ticket and then email the ticket number to:

Chad.Petroff@iii.com and aterrell@iii.com

Questions / Further reading

This presentation: <https://go.clcoho.org/iug2018privacy>

Real World Security Policies for public libraries: <https://go.clcoho.org/securitypolicy>

3M SIP must die manifesto (in-progress): <https://go.clcoho.org/kill3msip>

Protecting Patrons' Privacy (IUG web site - conferences - search presentations)

Google Analytics: Beyond the Code (IUG web site - conferences - search presentations)

LITA Privacy Checklists: <https://ala.org/lita/advocacy>

Further reading

Library Freedom Project: <https://libraryfreedomproject.org>

Electronic Frontier Foundation: <https://eff.org>

Electronic Frontier Alliance: <https://eff.org/fight>

Tor Project: <https://torproject.org>

Further reading

Bruce Schneier:

Data and Goliath (and many others)

<https://schneier.com>

@schneierblog