

Sharing Breakthroughs

2017 OCLC RESOURCE SHARING
CONFERENCE

Should it Stay or Should it Go?

ILL Record Retention and User Privacy

TONY MELVYN, OCLC

BETH POSNER, THE GRADUATE CENTER, CUNY

CHRISTINE SISAK, NAZARETH COLLEGE

Privacy & Records Retention

**Why is it important
to ensure the privacy of
ILL request histories?**

Beth Posner

Why Keep ILL Records?

- Librarians can use data for statistical analysis/decisions/customer service
- Vendors want to provide users with customization and convenience
- Library users may want an easy way to see what they have requested

Why Delete/Delink ILL Request Histories?

- Patron Privacy
- Database Size



Data privacy in our lives...and in the news

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You are not what you read: librarians purge user data to protect privacy

US libraries are doing something even the most security-conscious private firm would never dream of: deleting sensitive information in order to protect users


This article is 1 year old

15,620

Sam Thielman in New York

@samthielman

Wednesday 12 January 2016 12:29 GMT



Library which has long served towards protecting the privacy of user data, says Graduate Center Librarian Polly Thistlethwaite. Photograph: Harry Stock Photo

Last week, with little fanfare, the Graduate Center at the City University of New York did something very few private companies would ever do to protect its users' privacy: it quietly began to purge its interlibrary loan records.

"This policy change is motivated by the idea that libraries should not keep more information about their users' requests than necessary," wrote Beth Posner, head of library resource sharing at the school.

"We will continue to keep all requests from 2012 forward until further notice; eventually we will only keep a rolling history of one year or less, through, in order to help ensure that ILL requests remain confidential," she told students and faculty in the email. "Previously, you could find a list of everything you ever requested through ILL."

Perhaps that sounds like harmless information, but Polly Thistlethwaite, chief librarian at the Graduate Center, said that guilt by association with controversial books has a long history and that librarians have a duty to protect readers of "heretical texts".

"Most librarians would say that you are not what you read," Thistlethwaite said. "You are not the material you look at." But others have disagreed. "There's also really bad police work," she observed.

"I was approached years ago at a different library about users who'd checked out certain esoteric books," said Thistlethwaite. The NYPD officer told her he was looking for the Zodiac killer. "Most police investigations are a little smarter than that, but sometimes they're just not."

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Privacy In Libraries In The Digital Age

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Senator Sessions: "The significant First Amendment and privacy interests in protecting library records from warrantless surveillance. From a Senate hearing transcript: Sessions: 'You tell me a principled reason why you could subpoena someone's medical records, their bank records, their telephone records, but not subpoena their library records. Is there one?' Director Mueller: 'I do not believe so....' Sessions: 'Thank you. And I know that they are entitled to every kind of constitutional protection, a library is, that anyone else is. But I do not think a library deserves a special protection over any other business. A library does not have any sanctity. Why does a library have sanctity that your medical records do not have? They think it is sanctified, I will admit. I just disagree that it deserves special protection.' [5] Senator Sessions opposed the USA Freedom Act, which ended the bulk collection of phone records by the NSA under Section 215 and was supported by the intelligence community."

... Coalition Raises Privacy Concerns on Sessions Nomination for Attorney General | Center for Democracy & Technology

THE PRIVACY PARADOX

note to self

Feel like you've got no control over your data?
Join our 5-day plan to take back your digital identity...
and maybe even your soul.

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Hear from The Bachelor's executive producer, Google's in-house philosopher, the inventor of the web, and many more.

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EDELMAN FINANCIAL SERVICES Are YOU Meeting Your Financial Goals?

St. Louis Public Libraries Victims of Ransomware

January 16, 2017 11:04 AM

Filed Under: FBI, ransomware, St. Louis Public Library, St. Louis Public Library System

ST. LOUIS (KMOX) – The St. Louis Public Library System is the victim of ransomware — a form of malicious software that infects computers and asks for money.

It affects 700 public computers in the 16 locations. Access to the computers has been frozen.

Jen Hatton with the library says all branches will remain open while they resolve the issue.

"Our website is not affected, fortunately," she says. "What it is really affecting is our staff computers and our 700 public computers throughout our branches," she says.

It also means no one can check out items out for now.

Hatton says no personal information of patrons or employees is stored on the servers in question. She adds that they have no intention of paying the ransom.

Their IT staff is working hard, police have been notified, as well as the FBI.

They're working to restore the system and get it back up and working.

ALA Library Bill of Rights

Privacy

An Interpretation of the Library Bill of Rights

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have established a [First Amendment](#) right to receive information in a publicly funded library.¹ Further, the courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution.² Many states provide guarantees of privacy in their constitutions and statute law.³ Numerous decisions in case law have defined and extended rights to privacy.⁴

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.⁵ Confidentiality extends to "information sought or received and resources consulted, borrowed, acquired or transmitted" (*ALA Code of Ethics*), including, but not limited to: database search records, reference questions and interviews, circulation records, interlibrary loan records, information about materials downloaded or placed on "hold" or "reserve," and other personally identifiable information about uses of library materials, programs, facilities, or services.

Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. The ALA has affirmed a right to privacy since 1939.⁶ Existing ALA policies affirm that confidentiality is crucial to freedom of inquiry.⁷ Rights to privacy and confidentiality also are implicit in the [Library Bill of Rights'](#) guarantee of free access to library resources for all users.⁸

Rights of Library Users

The *Library Bill of Rights* affirms the ethical imperative to provide unrestricted access to information and to guard against impediments to open inquiry. Article IV states: "Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas." When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

In all areas of librarianship, best practice leaves the user in control of as many choices as possible. These include decisions about the selection of, access to, and use of information. Lack of privacy and confidentiality has a chilling effect on users' choices. All users have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.

Users have the right to be informed what policies and procedures govern the amount and retention of personally identifiable information, why that information is necessary for the library, and what the user can do to maintain his or her privacy. Library users expect and in many places have a legal right to have their information protected and kept private and confidential by

New library privacy checklists[ala-publishing.informz.net]

The ALA Intellectual Freedom Committee approved seven new privacy checklists at the 2017 ALA Midwinter Meeting in Atlanta to help libraries of all types and capacities take practical steps to protect patron privacy. The checklists complement the [Library Privacy Guidelines\[ala-publishing.informz.net\]](http://ala-publishing.informz.net) approved by the IFC in 2016. The topics include checklists on [ebook lending and digital content vendors\[ala-publishing.informz.net\]](http://ala-publishing.informz.net) [library management systems\[ala-publishing.informz.net\]](http://ala-publishing.informz.net) [public access computers\[ala-publishing.informz.net\]](http://ala-publishing.informz.net) and [students in K\[ala-publishing.informz.net\]–12 schools\[ala-publishing.informz.net\]](http://ala-publishing.informz.net)...

Office for Intellectual Freedom, Feb. 7



Library Privacy Checklist - Overview

Library Privacy Checklist for Library Management Systems/Integrated Library Systems

What happens to ILL user request histories now?

- OCLC privacy & retention (backups)
- WSILL
- Tipasa

Tony Melvyn

Some libraries are very concerned about Patron privacy

- We have lost several ILLiad and WS ILL contracts to federal libraries due to privacy issues
- OCLC is working hard to gain FedRamp compliance
- Our non-US libraries are concerned about their patron's privacy held in the United States
- The Patriot Act of 2001 began OCLC's move to patron privacy

Before there was an OCLC privacy policy

In the early 90's OCLC was contacted by the FBI

- A library had lent a book about a serial killer to another library
- The book came back and it contained several newspaper clippings about a serial killer on the loose in the city from the library that requested the book
- The lending library contacted the FBI
- The lender did not remember the transaction ID
- The FBI subpoenaed OCLC for the request data
- With some work we were able to locate the transaction
- We provided this data to the FBI

Patron Privacy efforts at OCLC

- Started after 911 and the Patriot Act of 2001
- Many non-US libraries concerned about their patron data held in Dublin, Ohio
- Many US libraries also concerned about patron privacy
- OCLC Legal and OCLC Security began to audit our privacy policy
- There were no policies

Patron privacy initiative started in early 2000 for WCRS/WS ILL

- Started with purging any patron data that could identify a patron
 - Patron ID
 - Patron Name
 - Patron Address
 - Patron phone
- These data fields were purged when the request went from active to closed
- Only Patron Department and Status remained

Patron privacy initiative started in early 2000 for WCRS/WS ILL

- Next initiative was to purge these patron fields from the Archive (completed ILL transactions)
- Five years worth of data over 40 million transactions
- The purge took place over a weekend and took several hours to complete

Patron privacy initiative started in early 2000 for WCRS/WS ILL

- We then moved to stop sending patron data to the lender
- Finally we removed the patron identifiable fields in OCLC Usage Stats

Patron privacy ILLiad

- ILLiad maintains a local patron database
- The library determines if and how to deal with patron privacy
- Even OCLC hosted server libraries set their policy
- Only when ILL transactions are sent to OCLC is the patron data purged

Patron privacy Tipasa

- Tipasa follows all patron privacy requirements that WS ILL follows
 - Completed requests
 - Stats
- Tipasa patron account however is not purged
 - Tipasa patrons will have access to their own requests regardless if they are active or closed
 - Five years or 500 requests whichever comes first

OCLC and Patron Privacy

- OCLC continues to monitor and review security and privacy issues for the membership.

How can we delete/delink ILL user request histories in ILLiad?

Our experiences

- OCLC hosted? Just ask!
- ILLiad's Database Manager

Beth Posner & Christine Sisak

How to Start: OCLC and Delinking Records

The Graduate Center's Project Timeline

- Library blog post: “Keep your ILL History Private”, October 6, 2015
- Alert on ILLiad login page: October 22, 2015
- Mass email to ILLiad customers: November 17, 2015
- Sent parameters and desired execution time to OCLC: December 8, 2015 (Keeping last three years)
- Library blog post: “Save your History... by Dec 31, 2015”, December 15, 2015
- Confirmed with OCLC the SQL script was ready to go: December 16, 2015
- Decoupling script executed: January 12, 2016
 - We did this again in January 2017 and by June 2017 we will be keeping one year of requests.

Communication is key!

In order to keep ILL request information as private as possible, this January we will be “decoupling” ILL requests in our ILLiad database. This means that we will be separating information about request titles from information about who requested them. (This policy change is motivated by the idea that libraries should not keep more information about their users’ requests than necessary.)

Previously, you could find a list of everything you ever requested through ILL by logging into your [ILL account](#) and clicking on View > All Requests (which includes items currently checked out) or View > Request History. While this can serve as a useful record, in the future, if you want to keep a copy of your request history, then please download your requests using the instructions below. We will continue to keep all requests from **2013** forward until further notice; eventually we will only keep a rolling history of one year or less, though, in order to help ensure that ILL requests remain confidential.

If you do want to save a list of all your ILL requests, though, just follow these simple steps...by **December 31, 2015**.

1. Login to your [GC ILL account](#).
2. Click on View > Request History on the left, which will give you all your finished ILL requests. (OR click on “All Requests” which gives you current requests, as well.)
3. Highlight the fields from “Transaction Number” to “Status” and drag down to highlight your entire list
4. Right click to Copy
5. Open an Excel worksheet
6. Click on the first cell, then right click to Paste, choosing the second icon (Match Destination Formatting).
7. Adjust your column widths, save your file, and you’re done!

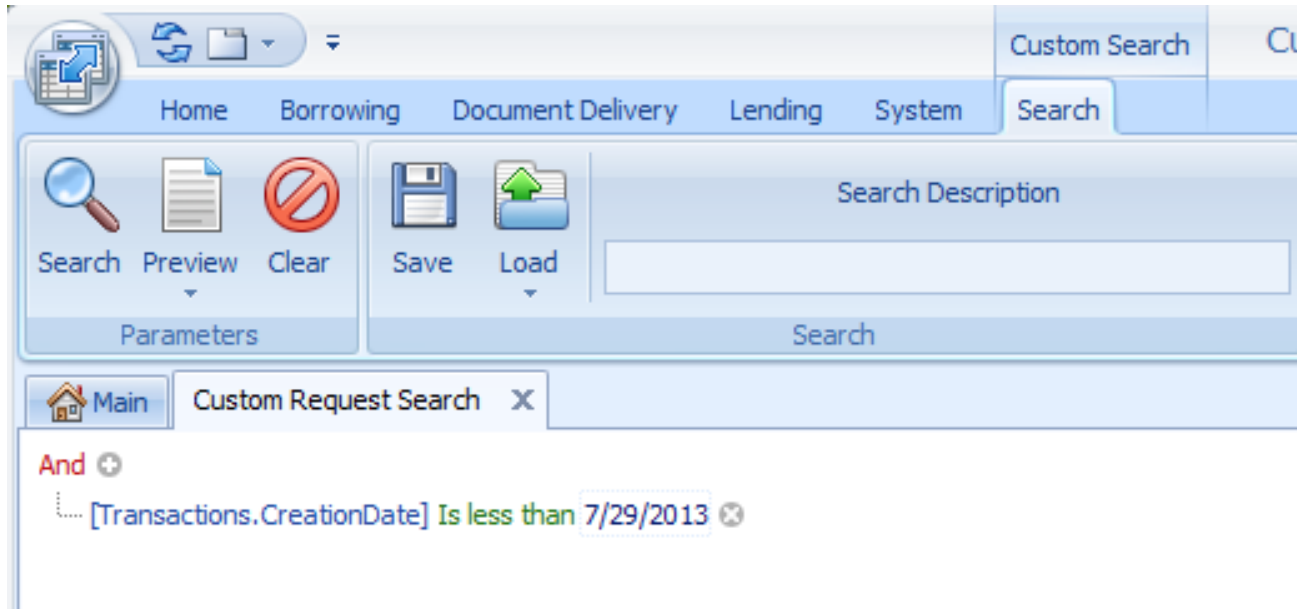
And, if you have any questions, please contact us at ill@gc.cuny.edu

Thank you,

Beth Posner
Head of Library Resource Sharing
The Graduate Center, CUNY

Download and Storage of Targeted Records

1. Run a Custom Query in ILLiad to gather all past transaction data.
2. Click Save



Script options and their implementation

De-linking



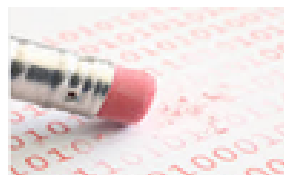
We create a dummy username, and give OCLC the parameters (status of transactions to be deleted, age of the request, etc).

OCLC runs the script in the database. They require about 2 weeks to:

- construct the query;
- test in backup database;
- run in production database.

Service is not affected during this period.

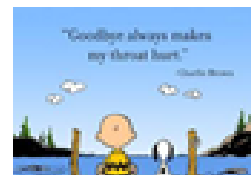
Deleting Old Transactions...



We specify the age of the completed requests to be deleted.

The GC runs the *delete* function for Borrowing Requests in ILLiad Database Manager.

(+ Deleting Old Usernames)



As a further step, we can delete usernames that don't have a transaction associated with it in the Database Manager.

As we use LDAP authentication, we'd need a masterlist of LDAP usernames to run a matching query in the ILLiad database.

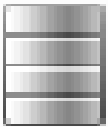
Project implementation: Steps with OCLC

- Created dummy username and deletion parameters:
 - Status of transactions to be de-linked:
 - Request Finished
 - OR, Cancelled by ILL Staff
 - AND, Creation date < January 1, 2013.
- Sent the above to OCLC on Dec 8, 2015, along with desired 2-week span for project (January 4th-January 15th).
- OCLC had written, tested and submitted the SQL script by Dec 16;
- Script ran on January 12, and it took a half hour (without us even noticing).

DYI - The Database Manager



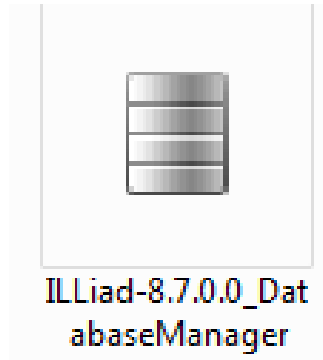
If I go there will be trouble
And if I stay it will be double



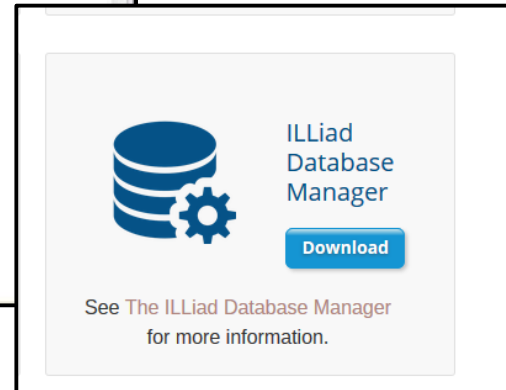
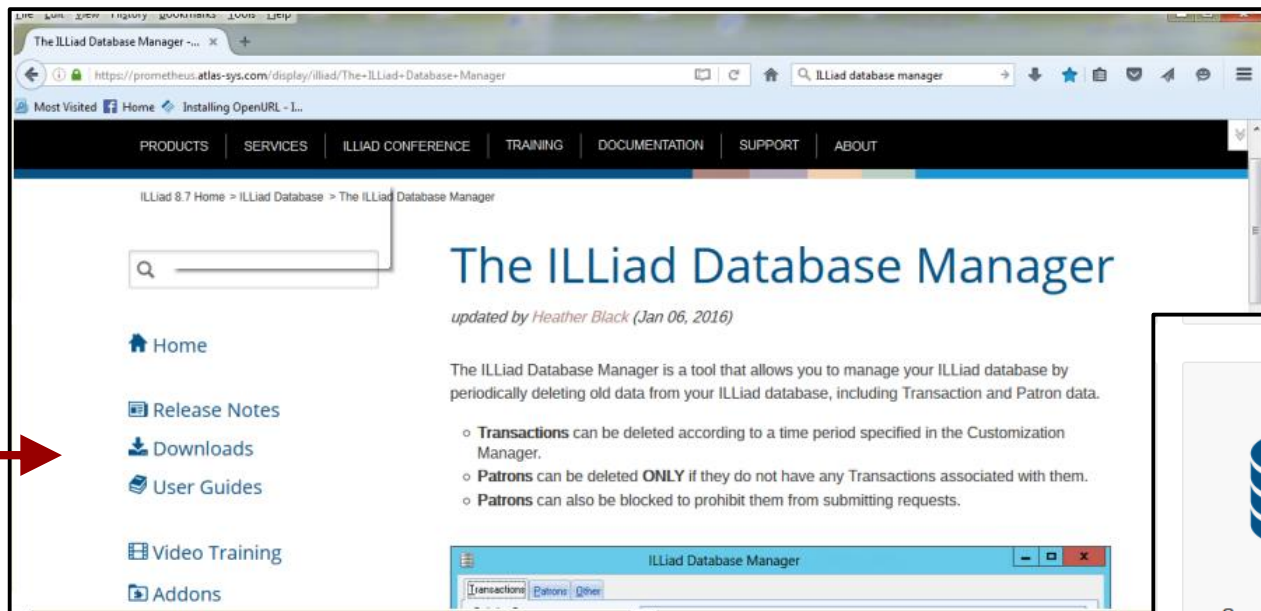
ILLiad-8.7.0.0_Data
abaseManager

What is the Database Manager?

- Delete Transactions
 - Imported OCLC data
 - Associated emails - receipt notifications, overdues, fines, etc.
- Delete Patrons
- Block Patrons



Where is it?



<https://prometheus.atlas-sys.com/display/illiad/ILliad+8.7+Downloads>

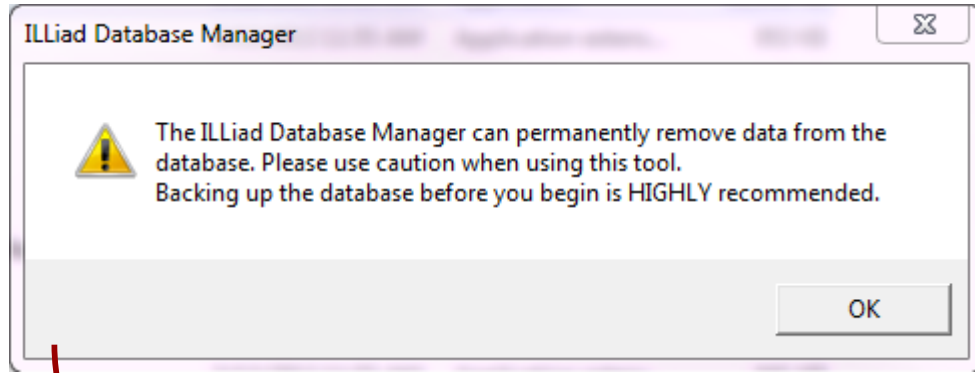
Back-up your database!


1. Hosted
2. Self-Hosted



<https://prometheus.atlas-sys.com/display/illiad/Scheduling+Regular+Backups+of+your+ILLiad+Database>

You clicked the icon and then this happened...



 **Database Manager**
Version 8.6.0.0

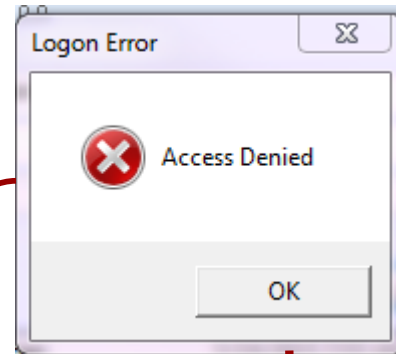
Username

Password

Site

OK Cancel

A red arrow points from the 'OK' button to the 'Logon Error' dialog box.



Access denied? No Problem! Staff Manager!



Module Permissions

- ☒ Client Access
 - ☒ Can Customize Layouts?
 - ☒ OCLC Resource Sharing Settings
 - ☒ Can Manage Addons?
 - ☒ Can Logon to Web as User?
- ☒ Billing Manager - Borrowing
- ☒ Billing Manager - Document Delivery
- ☒ Billing Manager - Lending
- ☒ Customization Manager Access
- ☒ Database Manager Access
- ☒ Staff Manager Access
- ☒ Web Circulation Access
- ☒ Web Reports Access

Transaction Permissions

- ☒ Borrowing Read
- ☒ Document Delivery Read
- ☒ Lending Read
- ☒ Borrowing Write
- ☒ Document Delivery Write
- ☒ Lending Write

ILLiad Database Manager 8.7.0.0 (casisak)

Transactions Patrons Other Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.
2/8/2014

Process Types
☒ Borrowing
☒ Document Delivery
☒ Lending

Borrowing

Transaction Status	Requests
Cancelled by ILL Staff	9,374
Lending Library Paid, Patron Never Paid	13
Request Finished	62,228
71,615 Total Requests	

Document Delivery

Transaction Status	Requests
Cancelled by ILL Staff	151
Request Finished	18,086
18,237 Total Requests	

Lending

Transaction Status	Requests
Cancelled by ILL Staff	19,848
Request Conditionalized	973
Request Finished	69,889
90,710 Total Requests	

Delete Transactions

Note: 13 of 180562 transactions are not at a finished status and will not be deleted.
(i.e. Request Finished, Delivered to Web, Request Conditionalized, or Cancelled by ILL Staff)

NazData (216.54.119.13)

THE DM - From Left To Right



Transactions:

Deleting from 20 Tables!

- Billing
- BillingDetails
- BorrowingInvoices
- BorrowingPayments
- BorrowingRequests
- Citation
- EMailCopies
- ESPUpdate
- History
- Invoices
- ISOBillingInfo
- ISOControl
- ISOExchange
- LendingInvoices
- LendingPayments
- Notes
- OriginalRequest
- Resubmission
- Tracking
- Transactions

ILLiad Database Manager 8.6.0.0 (casisak)

Transactions Patrons Other Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.
7/6/2013

Process Types
☒ Borrowing
☒ Document Delivery
☒ Lending

Delete Transactions

Borrowing

Transaction Status	Requests
Cancelled by ILL Staff	8,599
Lending Library Paid, Patron Never Paid	12
Request Finished	57,159
65,770 Total Requests	

Document Delivery

Transaction Status	Requests
Cancelled by ILL Staff	127
Request Finished	15,370
15,497 Total Requests	

Lending

Transaction Status	Requests
Cancelled by ILL Staff	21,541
Request Conditionalized	1,188
Request Finished	80,662
103,391 Total Requests	

Note: 12 of 184658 transactions are not at a finished status and will not be deleted.
(i.e. Request Finished, Delivered to Web, Request Conditionalized, or Cancelled by ILL Staff)

NazData [216.54.119.13]

Transactions:

Borrowing	
Transaction Status	Requests
Cancelled by ILL Staff	8,619
Lending Library Paid, Patron Never Paid	12
Request Finished	57,273
65,904 Total Requests	
Document Delivery	

ILLiad Database Manager 8.6.0.0 (casissak)

Transactions Patrons Other Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) will be deleted.

3

types
Borrowing
Document Delivery
Lending



Delete Transactions

NazData (216.54.119.13)

Borrowing	
Transaction Status	Requests
Cancelled by ILL Staff	8,599
Lending Library Paid, Patron Never Paid	12
Request Finished	57,159
65,770 Total Requests	
Document Delivery	
Transaction Status	Requests
Cancelled by ILL Staff	127
Request Finished	15,370
15,497 Total Requests	
Lending	
Transaction Status	Requests
Cancelled by ILL Staff	21,541
Request Conditionalized	1,188
Request Finished	80,662
103,391 Total Requests	

Note: 12 of 184658 transactions are not at a finished status and will not be deleted.
(i.e. Request Finished, Delivered to Web, Request Conditionalized, or Cancelled by ILL Staff)

Transactions:



Transactions Patrons Other Billing

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.

7/12/2013

Process Types

- ☒ Borrowing
- ☒ Document Delivery
- ☒ Lending

ILLiad Database Manager 8.6.0.0 (casisak)

Transactions Patrons Other Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.

7/6/2013

Process Types

- ☒ Borrowing
- ☒ Document Delivery
- ☒ Lending

Borrowing

Transaction Status	Requests
Cancelled by ILL Staff	8,599
Lending Library Paid, Patron Never Paid	12
Request Finished	57,159
65,770 Total Requests	

Document Delivery

Transaction Status	Requests
Cancelled by ILL Staff	127
Request Finished	15,370
15,497 Total Requests	

Lending

Transaction Status	Requests
Cancelled by ILL Staff	21,541
Request Conditionalized	1,188
Request Finished	80,662
103,391 Total Requests	

Delete Transactions

NazData (216.54.119.13)

Note: 12 of 184658 transactions are not at a finished status and will not be deleted. (i.e. Request Finished, Delivered to Web, Request Conditionalized, or Cancelled by ILL Staff)

Example

ILLiad Database Manager 8.7.0.0 (casisak)

Transactions | Patrons | Other | Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.
12/31/2009

Process Types
☐ Borrowing
☐ Document Delivery
☒ Lending

Borrowing
Transaction Status | Requests
<No data to display>

Document Delivery
Transaction Status | Requests
<No data to display>

Lending
Transaction Status | Requests
Cancelled by ILL Staff | 7,298
Request Conditionalized | 443
Request Finished | 28,488
36,229 Total Requests

Delete Transactions

NazData (216.54.119.13)

ILLiad Database Manager 8.7.0.0 (casisak)

Transactions | Patrons | Other | Billing Manager Mode

Deletion Date
All requests with a transaction date prior to (not including) this date will be deleted.
3/31/2009

Process Types
☐ Borrowing
☐ Document Delivery
☒ Lending

Borrowing
Transaction Status | Requests
<No data to display>

Document Delivery
Transaction Status | Requests
<No data to display>

Lending
Transaction Status | Requests
Cancelled by ILL Staff | 4,428
Request Conditionalized | 321
Request Finished | 17,289
22,038 Total Requests

Confirm Deletion
It is HIGHLY recommended that you backup your database before you begin.
22038 requests will be removed.
Are you sure you want to continue?
Yes No

NazData (216.54.119.13)

Patrons:

Blocking
Deleting

Deleting from Tables:

- Users(ALL)
- UserAccounts
- UserAccountsLink
- UserNotes

ILLiad Database Manager 8.7.0.0 (casissak)

Transactions Patrons Other Billing Manager Mode

Task

☒ Delete (only users that have no transactions will be deleted)

☐ Block

Search Filter

Filter AND <root>

ExpirationDate is less than 7/31/2011

press the button to add a new condition

Clear Filter

Search

Export Patron List File

Delete Displayed Patrons

☒ Only delete patrons if Expiration Date has passed.

UserName	First Name	Last Name	SSN
el[REDACTED]	ELLEN	[REDACTED]	
el[REDACTED]	Elizabeth	[REDACTED] FACULTY	
j[REDACTED]	Jazzmen	[REDACTED]	
m[REDACTED]	Marcia	[REDACTED]	
m[REDACTED]	Maria Rosaria	[REDACTED]	
m[REDACTED]	Mary	[REDACTED] FACULTY	
ss[REDACTED]	Shirley	[REDACTED]	

8 Patrons

NazData (216.54.119.13)

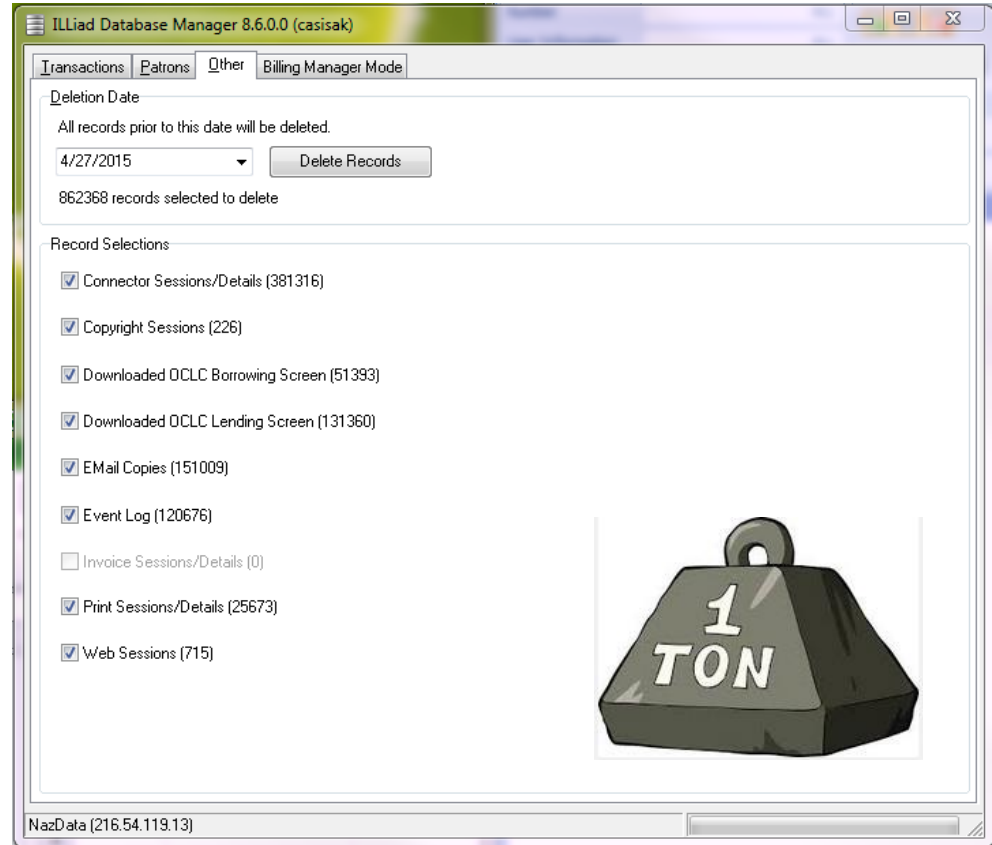
Choose your filters

Export the list.
Delete the list!

Get your list of patrons

Other:

Connector Sessions & Details
Copyright Sessions Information
Downloaded OCLC Borrowing Screen
Downloaded OCLC Lending Screen
E-Mail Copies
Eventlog information
Invoice Sessions/Invoice Details
Print Sessions/Print Details
Web Sessions Information



Billing Manager Mode

The screenshot shows the 'Billing Manager Mode' window of the ILLiad Database Manager 8.6.0.0 (casisak). The window has a title bar with standard Windows controls. Below the title bar, there are four tabs: 'Transactions', 'Patrons', 'Other', and 'Billing Manager Mode'. The 'Billing Manager Mode' tab is selected. The main content area is divided into two sections. The first section is titled 'Test Mode' and contains a text box with the message: 'Reset Test Mode will remove all of the current test data. Billing Manager will remain in TEST mode.' Below this text box is a button labeled 'Reset Test Mode'. The second section is titled 'Go Live' and contains four input fields: 'Invoice Start Number' (a text box with the value '7'), 'Borrowing Invoice Start Date' (a dropdown menu with the value '8/19/2015'), 'Doc Del Invoice Start Date' (a dropdown menu with the value '8/19/2015'), and 'Lending Invoice Start Date' (a dropdown menu with the value '5/11/2005'). Below these input fields is a text box with the message: 'Clicking the Go Live button will set the Billing Manager to LIVE mode.' Below this text box is a button labeled 'Go Live'. At the bottom of the window, there is a status bar with the text 'NazData (216.54.119.13)'.

ILLiad Database Manager 8.6.0.0 (casisak)

Transactions Patrons Other Billing Manager Mode

Test Mode

Reset Test Mode will remove all of the current test data. Billing Manager will remain in TEST mode.

Reset Test Mode

Go Live

Invoice Start Number Borrowing Invoice Start Date Doc Del Invoice Start Date Lending Invoice Start Date

7 8/19/2015 8/19/2015 5/11/2005

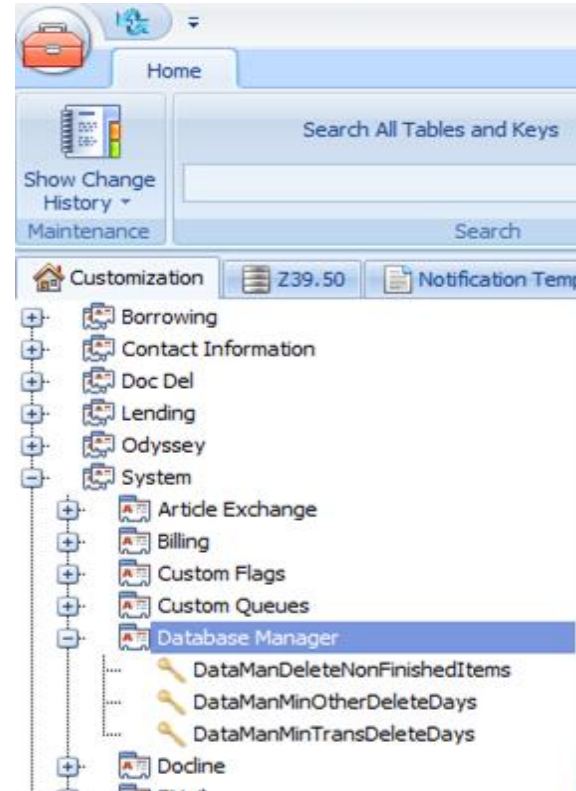
Clicking the Go Live button will set the Billing Manager to LIVE mode.

Go Live

NazData (216.54.119.13)

Customization Keys Affecting the Database Manager

1. DataManDeleteNonFinishedItems
2. DataManMinOtherDeleteDays
3. DataManMinTransDeleteDays



Questions?



Sharing Breakthroughs

2017 OCLC RESOURCE SHARING
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thank you

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