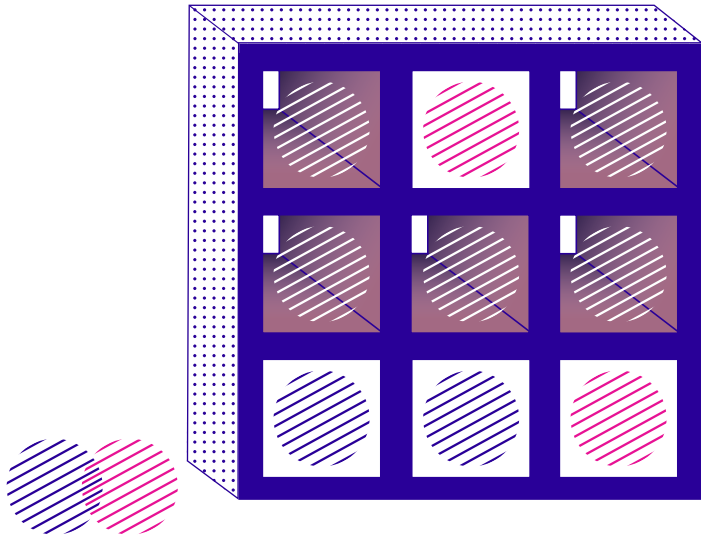


1 Collection



Collection is one of the most crucial stages in terms of protecting user privacy. It is where you figure out what is collected as an institution and why it is collected. **Data that is not collected cannot be leaked or breached.**

|| TIP || Turn off settings that collect or store user data that the library does not need.

EXERCISE

What user data is collected at your library? The following list includes some common places user data is collected. Where else are you collecting user data at your library?

- Integrated library system
 - Computer reservation system
 - Library instruction data
 - Data analytics software
 - Your work email account
 - Reference or information desk chat logs
- _____
 - _____
 - _____
 - _____
 - _____
 - _____

EXERCISE

Data FOMO [Fear of Missing Out] is a thing! User data should only be collected if it has a specific operational need.

Review a user record to determine why data is being collected. Choose one piece of PII from the record and ask a co-worker (or yourself) why it's being collected. After asking, "Why?" the first time, ask it again. Do this five times or until you can no longer answer why.

DATA POINT FROM USER RECORD

- Why is this information collected?

Why? _____

Why? _____

Why? _____

Why? _____