

Skills for (private) life: A review and multi-site case study of digital privacy initiatives in UK public libraries

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Appendix - Participant Responses

[Return to full article](#) (pp. 297-368)



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Appendix: Participant Responses
Participant 1

1. Please describe the library service where you work and how you developed an interest in online privacy issues within a professional context (if applicable).

I work for Manchester Libraries, Information and Archives. We are a public library service and a service of Manchester City Council. We have a large city centre library – Manchester Central Library, which was recently redeveloped. It was closed for refurbishment from 2010 to 2014 for a largescale redevelopment programme. It reopened in March 2014. We have x libraries across the city and a mobile library service for housebound residents.

I became interested in online privacy issues after doing a project with Anne Marie Naylor from Common Futures in 2015. We talked about the importance and value of data in terms of income generation for volunteer libraries and also with regard to better more targeted library services. We also discussed the ethical issues this raised. Next, I watched Aral Balkan's video, "Free is a Lie" and became interested in blackphones and how Facebook and Google used data. My interest was pretty directionless at this point and I read articles when I found them and followed links on Twitter. I attended a couple of Open Rights Group Manchester meetings, one on online privacy and one on DRM issues.

I was also co-organising LibraryCamp, an annual unconference about libraries at this time and one of our sessions looked at the use of linked data for emergency services and also we held a session on how to remove DRM from your ebooks. I'd attended a few UKGovcamps and open data was a hot topic at those events but it was a bit beyond me. I used to attend Manchester Social Media Café meetings and through them met with more open data activists in Manchester and found out what projects they were doing. I met Jamie Whyte of the Trafford Open Data Lab and Pauline Roche and they gave me great examples of what we could do with data – combining NHS, local education and library data to target services to the right groups. So it was all a bit mixed – open data here, online privacy there.

Then I heard about Alison Macrae's work and read more when the Librarians Privacy Project won a Knight Foundation award. I watched The Internet's Own Boy and became more interested in online privacy and taught myself about Tor and Tor relays and installed Linux on my PC at home and a Tor browser. I was concerned that e-book vendors could 'spy' on readers and it all came together when I talked to Aude Charillon from Newcastle Libraries and heard what they were doing there.

2. Explain what past or on-going initiatives your library has undertaken, to protect online user privacy or educate users about online privacy issues.

I organised the Get Smart Data Day at Manchester Central Library. You can read more about it here <https://www.eventbrite.co.uk/e/get-data-smart-open-data-101-tickets-32155492945#>

We had workshops on Wikidata from Andy Mabbett and Personal data and Online Privacy from Aude Charillon, plus An Introduction to Open Data from Claire Back and a Cryptoparty organised by the

Manchester Open Rights Group which introduced the audience to Tor relays, Bitcoin, Encryption and safer browsing and other online privacy challenges.

3. What did you (or your project leaders) hope to achieve in doing this?

We wanted to put open data and online privacy on the public library agenda. I hoped to encourage more libraries to offer events like this. I wanted to promote the work of the Open Rights Group and highlight ways residents could protect their privacy. I hoped to build a good relationship with our speakers to make it a regular event and a stronger partnership. I hoped to be able to provide a city centre venue for the Manchester Open Rights Group. I hoped that a successful event would be shared by the head of Manchester Libraries, Neil Macinnes with his colleagues on the SCL (Neil is head of the SCL too) and he would be able to influence more librarians to consider the online privacy and open data agenda in libraries.

4. Did these initiatives enter into the scope of your library's existing key service objectives or did a special case have to be made from the outset? If so, how was this justified?

No, they weren't part of our key service objectives, but my manager understood the value of open data and Neil Macinnes was sympathetic to online privacy issues. I spoke to both my manager and Neil and outlined why these were issues that libraries needed to be addressing and they were supportive. I think I work in a pretty progressive environment and I am aware that this would not be possible in many public library authorities. Also I have a track record of being an early adopter and introducing services before they are more widely accepted - for instance I started girls only coding clubs in 2012 and we worked with Young Rewired State four years ago and let the participants hack our archive data.

I was concerned that there might be a kneejerk reaction to holding a Cryptoparty in the library from councillors and that's why I combined the open data sessions and online privacy sessions into one event - so it sounded less 'radical' or threatening.

5. What barriers did you face at the planning stage (if any)? For e.g. BYOD format in a deprived area, staffing, maintaining political neutrality, accessibility, etc.

I am lucky that there weren't any barriers. I work in a large city centre library with Wi-Fi and a good number of laptops to loan with a large meeting space. I would say potential barriers in the future are that the Wi-Fi is a bit flaky and also we can't demonstrate things like VPNs or Tor. The venue is not often free (as it £££) or free - it is usually booked up.

6. How did you implement this and what format(s) was used?

It was a day long event with four separate sessions of an hour each. All the speakers were paid. The event was free and booking was managed on Eventbrite. I promoted the event online and we had lightbox posters on the exterior of Central Library. Our speakers also promoted the event to their networks. The event was open to the public. It was free and people could attend sessions individually or stay for the whole day. We provided refreshments and lunch.

- 7. What were the risks (if any)?** For e.g. Technical issues, local opposition, potential legal implications of using certain tools, etc.

I was concerned about the potential for misunderstanding or linking learning about Tor to the Dark net or encryption to terrorism or hacking. I was worried that a member of the public may complain to a councillor and they might make the wrong assumptions. If a councillor complains, senior council officers tend to acquiesce. But we received no complaints so my fears were unfounded. It's a good idea to be prepared for any questions or challenges before you embark on any similar activities. Technical issues are as above - the Wi-Fi connection isn't great and library Wi-Fi doesn't let users with vpns use the system.

- 8. What did you learn and what has the impact of these initiatives been, locally as well as more widely? Have you had any feedback or criticism? What trends have you noticed since (if any)?**

The Data day was held in March 2017. Immediate attendee feedback, collected on the day was positive. Comments ranged from 'I didn't know how much I didn't know' to 'very informative' and 'More of this type of thing!'

I'm not sure how to measure the impact the event had on attendee online habits. However as the event was marketed through official library and Manchester City Council channels it gave the event more kudos and less of a 'fringe' appeal. I think this is borne out by the fact that some of the attendees were not aware of online privacy issues and attended because they saw the event advertised on lightboxes outside the library and were simply curious.

The event has had a ripple effect within the UK library community in several ways. It has been shared with an international audience at the Next Library conference as Sue Lawson and Aude Charillon and Luke Burton all attended Next Library and talked about our events. Aude spoke about UK library cryptoparties at the CILIP 2017 conference in Manchester. There has also been interest and discussion on the UK Library Innovators Basecamp community (established by the SCL). Neil MacInnes, the Strategic Lead for Libraries in Manchester and the current head of SCL attended a online privacy tour and meeting in New York and was able to talk more to Aude and UK library colleagues about privacy and libraries so I think the seed has been sewn and hope to see more events in libraries in the future. In Manchester we are planning another event for the autumn.

- 9. Do you think it is important for libraries in the UK to engage with issues such as online privacy? What happens if they don't?**

Yes I do. It's important to educate people and let them know they have choices when it comes to online privacy. Some people learn what's happening to their data and have said 'I think it's a fair price to pay for all the free tools I get from Google' and that's fair enough if they have made an informed choice. Other people are shocked and want to know more. I don't want to be seen as scaremongering. I want to ensure libraries play their role in informing citizens about online privacy and security.

10. Do you have any digital privacy initiatives planned in the future? If not, what more could your library do to follow 'best practice' or support online privacy awareness?

I need to learn more and teach my team about the tools available. Alison Macrae's and Aude Charillon's work is a great template for UK libraries to follow. I hope this is being taught in library school. Perhaps online privacy could be incorporated into the SCL's Digital Offer in the Universal Offers. I like San Jose public library's Virtual Privacy Lab [link: <https://www.sjpl.org/privacy>] and would like to see this replicated on library websites or the 'single digital presence' for public libraries that is being currently discussed.

We need to educate more UK public library staff so I'd like to see an online privacy awareness day organised for library staff in different regions. A teachmeet or unconference would work well.

I would like to hold regular cryptoparties at the library and host the Manchester Open Rights Groups events at Central Library. Regular, free online privacy sessions in the library are something I'd like to look at. Then, perhaps if Newcastle and Manchester are leading the way with regular events more libraries may follow suit.

Participant 2:

1. Please describe the library service where you work and how you developed an interest in online privacy issues within a professional context (if applicable).

I work in Newcastle Libraries which are the public libraries of Newcastle upon Tyne. It has one central library called the City Library and a dozen smaller branch libraries around the city. The city of Newcastle [has] about 280,000 inhabitants and in the City Library we obviously have a lot of online staff. We are a team of five Librarians with two Team Librarians, two Senior Managers, and then our Head of Services; her full job title is Community Head of Libraries and Parks because we have merged. The libraries have merged with customer service centres so the front-line staff actually answer all [those] kind of enquiries but it is going to be the team of Librarians that are going to deliver library-specific activities and really take ownership of the development of the service. Everybody is trying different ways of doing things in the current economic climate. My exact job title is Library and Information Officer. Each of the five of us have different responsibilities; I have a colleague whose responsibility is [the] Local Studies Department and another colleague who looks after the Children and Young People Department, and mine is mainly [the] Business and IP Centre. I used to do that full-time when we had specific funding, but now that is only a part of my time. It means I have also been able to develop projects in other areas I am also interested in, and a big area I am interested in is Digital Skills, so I am doing all the privacy stuff.

The second part of your question [on] how I developed an interest in online privacy issues - I think on a personal level I have always been fascinated by issues touching [on] human rights and especially rights of the citizens. Maybe it sounds a bit cliché of a French person, but when you are at school and you learn about the Déclaration des droits de l'homme et du citoyen, you are like, "Woah! What did you do for society to make it fairer, with every person given an equal right to participate in that society?" I

think there was that interest and then possibly the way I have been brought up was being drilled into me how important it is to exercise your right to vote, so it is maybe all that civic and being a citizen... rights. So, it kind of then goes into all the importance of freedom of expression and obviously freedom to access information. I know people go into Librarianship for all sorts of different reasons, but I have found that I enjoy being a Librarian so much because of my interest in those kinds of issues and that I can really take a role in protecting or defending those rights. So, to me, all those kinds of 'How do those rights apply online?' – both freedom of information and freedom of expression – therefore how you protect rights online in general.

On a professional level, when I came to the UK I tried to keep in touch with what was happening in French libraries and there seems to be bigger awareness of those kind of issues. It so happened that a few possible influential Librarians, French Librarians I was following on Twitter, did mention those issues and it is through them that I heard about initiatives like in the US with [the] Library Freedom Project, and that is something that really blew my mind in a way and I thought, "Yes, we should really be doing these sort of things," because in the UK I hadn't really heard of [these] initiatives very much. I was more looking at both in France and in the US thinking, "I wish something like that was happening in the UK."

2. Explain what past or on-going initiatives your library has undertaken, to protect online user privacy or educate users about online privacy issues.

Last year we hosted two CryptoParties to offer a chance for citizens to come and learn and discuss tools to protect their privacy, and we did that in partnership with individuals who are members of the local Open Rights Group. We are planning to have another CryptoParty this year; it [has] become a lot bigger [on] a lot of other fronts in that I did some training for the Librarians back in March and part of the training was having a discussion of what could or should we do in Newcastle Libraries around helping citizens to protect their privacy online. From that I have a list of actions, so there are things like (1) doing more events like CryptoParties but also incorporating that kind of online safety and privacy into our existing digital inclusion, our digital literacy activities, and that is something I'll be working with colleagues [on]. (2) Obviously doing training for front-line staff as well. (3) Then there are things like being more transparent about how we use and manage our customers' information, so that means both when they use our public computers they should know that we record their browsing history and we keep it for twelve months – they should know that. Doing that with every single service that could affect all [of] the library is not going to be a complicated job but it is going to be a big job. Once we have that it is also for us a chance of actually, possibly, reviewing our practises – are we actually keeping customers' information too long or unnecessarily?

I had a meeting with our IT security people a few days ago and they gave me another name of another person I need to contact to find out exactly what the Prevent Strategy is requiring us to do. I think it is a good time to be looking at it because of the new GDPR (General Data Protection Regulation) that is coming in in May [2018], so a lot of authorities will be checking that they are compliant and they have everything in place within that, and actually the transparency thing is sort of part of that with obviously not as much detail, but there is a privacy statement and that means we could actually create a proper privacy policy for the libraries based on that statement that the law requires [us] to have. And the last

one of that is (4) well, if we are teaching citizens about tools to protect their privacy online, really, they should be able to use those tools on our computers as well – and it is not just the public computers, it is also the staff computers. So that is kind of what’s on the plate.

3. What did you (or your project leaders) hope to achieve in doing this?

[With] the CryptoParties, it was mainly two things which were raising awareness of the issue. A lot of people do not realise it can be an issue or they do not realise how much of their personal information they’re sharing unwillingly, but obviously for the libraries, because we haven’t been rolling back, it [has] been about digital skills. Like, equipping people with the digital skills needed to actually be able to make the choice to protect their information better.

I think I am either very lucky or a bit naïve, but probably both(!) I didn’t really stop to think that maybe it wouldn’t be possible to run a CryptoParty in my library, and the reason is we weren’t doing anything illegal – it was just an event about digital skills in partnership with some local members of the community, and where I am very lucky is that I have a Senior Manager who’s also very interested in the topic and very supportive. When I [went] to him and said, “Can we use a room at the library to host a CryptoParty?”, he said “Yes”, and then he said “Oh no, I can’t come on that day, you’ll have to run another one(!)” For me there wasn’t a problem and for my manager there wasn’t a problem – there just wasn’t a problem. I was very surprised when talking to [anonymised], he said he’d contacted his local library and the Librarian had politely explained by email that they just wouldn’t be able to run a CryptoParty, and I was like, “Oh! What?” I didn’t even think that could happen!

4. Did these initiatives enter into the scope of your library’s existing key service objectives or did a special case have to be made from the outset? If so, how was this justified?

No(!) Because that manager was senior enough to be able to say that. And – the first CryptoParty – I did it [in] my own time. I was using the library’s resources to promote it because we promoted it for the library social media, for example, and obviously we are using the rooms for free at the library. It wasn’t officially part of my job to organise it, but as we said earlier, if anyone had any questions, the response would have been, “It is part of a digital skills programme,” or, “It is a new path to explore future digital skills activities.”

5. What barriers did you face at the planning stage (if any)? For e.g. BYOD format in a deprived area, staffing, maintaining political neutrality, accessibility, etc.

I wouldn’t say ‘barriers’ – I think it was more the way we organised it and it was making sure that it was not seen as purely a library event. So, it is almost the other way around – that is why we always talk about it by saying it was ‘hosted by’ Newcastle Libraries or co-organised by Newcastle Libraries, but it is not a Newcastle Libraries CryptoParty – it is organised by individuals, one of which happens to be me. And I can use the library’s resources. With the second one it was more open in [that] Newcastle Libraries supported [it], and I did the second one [in] my work time. So, in terms of barriers, no, not really – just being careful in terms of how we were phrasing it.

6. How did you implement this and what format(s) was used?

The first CryptoParty came about because... so, I am a member of the Open Rights Group, again, because of all the interest I mentioned in trying to answer the first question. On the Open Rights Group North East mailing list, which is usually dormant, someone one day said – I think it was because of discussions around what is now the Investigatory Powers Act – someone on the list said, “Oh, all this talk about surveillance makes me think should we organise a CryptoParty?” and because I had heard of CryptoParties and I was interested in those issues, but I had never used any of the tools, things like PGP and Tor browser, but I had no idea what it looked like, and how it worked... I kind of jumped on the idea and said, “Yes, that would be brilliant, I want to learn, let’s make it happen,” and then I said, “Oh, and by the way I can get us a free room at the City Library if you want to?” And, so, there was a group of four of us and we said, “Yes, I’d be interested in helping out with that.” And we met, actually, at the City Library in the room we would then use.

There is the CryptoParty website, so we actually listed our event on there, and I think I added an EventBrite page so it was listed among the library’s events, but as I said, it wasn’t technically a library event, it was hosted by the library. The way we ran it, which is quite different from the way they ran it in Manchester in March [2017], is that we saw it more as an informal event, so we’re going back to the questions you [asked] earlier – it was completely free – we didn’t ask for donations. I did say I created an EventBrite page but we told people not to register; we didn’t want their details because it wasn’t private.

It was just a room in the library, we got it for free, we didn’t have to pay anything – we just propped a door open with a poster on it. People had to bring their own devices, so for instance, laptops. In the room we did it, as I said, in quite an informal way, there were I think four clusters of tables around the room. We had a little bit of an introduction but some people arrived later on. So, it was really, “If you want to learn about this thing, go to this table and this guy is going to be there to explain how it works,” so we had one table about Tor browser, one about Tails, one about Signal, and one about PGP.

Actually, it was two people at the Signal table and one at each of the other[s], and we kind of did that based on the strength of co-organisers. Like, [anonymised] is really good at explaining Tor browser so he was at the Tor browser table, [anonymised] and his mate were not very confident with the browser things but they were more confident with Signal so they were at the Signal table, and I did not know anything about anything so I was [facilitating]. I could tell people, “Go and get yourself a cup of coffee in a takeaway cup and come back in the room”, “Have some cake, sit down with your laptop and maybe [we can] teach you something.” When you are finished at one table or if people were often discussing something they were less interested in or already knew, you could just move to another table. And we had hand-outs as well that [anonymised] had adapted, I think, from the Electronic Frontier Foundation, but redesigned, so that was just one-page hand-out on ‘This is how you install these two’.

For the second one we decided we liked that format and it worked quite well for us so we did it the same, except two of the guys live in Lincolnshire and they are friends of one of the other co-organisers, so I was less on the side for the second one. And the people who were there – we realised a couple of

them were there at the first CryptoParty. We actually did a bit of a more formal introduction so [anonymised] did have a very short PowerPoint [presentation], only like ten minutes for the introduction. We realised people were mostly interested in two main topics, so we just did two tables and then swapped between the tables so we had just Tor browser and the password managers. But because you are in a group, everybody's got different questions, so you also learn from everyone else. I really like that format.

7. What were the risks (if any)? For e.g. Technical issues, local opposition, potential legal implications of using certain tools, etc.

On the legal thing – I think, especially in public libraries, and councils being very risk-averse, I am sure if someone really had wanted to get us into trouble, they could have said, “Oh, but you are teaching people how to use tools that they can use for criminal purposes,” and if we ever try to install Tor browser on our public computers, I know that that is the kind of answer I am going to get and it is not going to happen. But I think that our CryptoParties just weren't high-profile enough to attract that kind of comment. Because they are so small, they cannot go under the [light]. My comment is that if people want to conduct criminal activities in the library, they already do it and without Tor browser. It is not going to change much, but there are people who will say, “Oh, but you do not want the local papers going, like, Newcastle City Council is allowing people to do bad stuff on the dark web,” because that is their perception.

In terms of technical issues – again, it is one of those things where I didn't even think of that, but when we went to Manchester I realised there could have been technical issues because, I do not know if Sue told you but there were some in Manchester? In Manchester, the Wi-Fi wasn't allowing us to use Tor browser because it blocks everything that looks like a VPN or any kind of proxy. But in Newcastle we are lucky that, since about a year and a half [ago], the Wi-Fi in all the libraries in all the public spaces is now operated by BT as part of a city-wide Wi-Fi. It means that they have a lot less fears and a lot less restriction[s] on their Wi-Fi so we managed to, without even thinking, get on the Wi-Fi [and] download and install Tor browser with the BT Wi-Fi in the library.

I think that it is all managed by the council, so the council *is* the Internet service provider, and it works just the same as if you are using a public PC. And that means, because of the requirements somewhere – I am guessing in the Prevent Strategy – that we have to actually apply a filter. The filter doesn't allow any proxies because it can't see what you are doing over the Internet.

8. What did you learn and what has the impact of these initiatives been, locally as well as more widely? Have you had any feedback or criticism? What trends have you noticed since (if any)?

I might be a bit pessimistic but I do not think it is had a huge impact locally because at each CryptoParty we attracted maybe 12-15 people. A few of those people were actually the same people. But what we realised with talking about it – we had some kind of debriefing with the co-organisers – the people who came were the people already aware of these issues. Some of them had already used some of the tools and just wanted to make sure, either they were using them correctly, or discuss finer

technical points, or just meet like-minded people, which was great because it also attracted a slightly different audience to the library, which actually is a positive impact. So, I guess, maybe I am looking at this the wrong way. I should say it had a small, but positive impact on the fact we – of those people we managed to reach – it maybe, slightly changed their image of the library.

After the first [CryptoParty], on the ORG mailing list, someone, a citizen [who] had already that concern around privacy, said, “Oh, I live in Darlington, could we do the next one at Darlington Library?” and we were like, “Yes, of course.” The only reason it did not happen is because of the budget situation in Darlington. I think there are only two or three libraries and the main one was closing down, or, there [has] been a lot of back-and-forth whether that library was actually going to close or not. So eventually we had to give up on Darlington just because of the current issues there. But it did mean we looked at doing it in other libraries. In Newcastle it would be difficult to do it in a different library just because of the opening times of our smaller branch libraries.

The fact that we did not reach as wide an audience as we wanted, we did discuss that, and I think the next one is probably going to be a bit similar, but if me and the co-organisers had more time – because we all have jobs and other things – we were discussing, actually, should we be targeting specific groups? Maybe, slightly indirect, but not in that technical sphere, so is there a local branch of organisations like Liberty or the English PEN where people with more awareness of issues around freedom of expression? Should we give one specifically for those people if we can manage to get in touch with them? That was one of the great ideas, but I do not know if there is an office? It is quite a small region in a way and sometimes I really envy Sue in Manchester because in Manchester there will be a group like that. But for us it is less likely just because of the number of people.

I think now that is part of the usual library work and as I said, with the support from my manager and the training I ran in March, we also discussed with colleagues how can we commonly talk to people about privacy without telling them we are talking to them about privacy. And that is why we will be looking into making just one small part of the bigger digital literacy programme, and there is one group we have at the library and I really want to work with as a kind of test, but, I will need to re-jig my timetable for that. We have a what we call a Silver Surfers group, and it is that group of usually just recently retired citizens, and that group has been coming to the library for the past two or three years. They have gone through all the things of starting a computer, using a mouse, and now they can use the Internet, they can use email, most of them can use Skype on a tablet, so they actually have quite a good level of computing skills now. But they are all that kind of generation that you would not associate with knowing about privacy tools, so I am hoping to run an activity with them before the end of the year, and actually use that to try and see if it can be replicated with other specific groups that are already in existence.

I do think that it had had maybe a bigger impact, or I think at least I have had more feedback from the library community than from my local citizens in Newcastle. I was delighted when Sue Lawson actually said “I am interested in what you are doing – I want to do something in Manchester around that as well and they had that event in March [2017]. It was great to see another public library to be stepping into that sphere. When we started advertising it, Ian Clark noticed, and he was like “Oh, you are probably

the first UK public library to do something like that,” and we were like “Oh, it never crossed our minds!” We’re not doing it for that, but it is quite nice to hear!

The other interesting thing is that I have a link with the Carnegie UK Trust because I was on their library programme, and it so happened that we did our first CryptoParty as they were just starting thinking that this was going to be a big thing for UK public libraries, so the programme co-ordinator came along to our first CryptoParty to find out more for herself as well. It has been really interesting because eventually I was invited to the study trip I did to New York in May [2017]. Through that trip I also got to learn even more and, as I said, it kind of all came trickling down and I also think it partly... from the CryptoParties and the fact Martyn Wade was aware of it through the Carnegie Trust, I was invited to speak at the CILIP conference about it. So that means, again, I am reaching another group of people, and if they didn’t come to that session to hear me they came to hear the other speakers. They still heard me(!)

At the CILIP conference, actually, someone came to me afterwards and she was interested in doing something like that in her library but I think she’s based in Greater Manchester so I put her in touch with Sue on Twitter because it is a lot easier because Sue’s already got the contacts there. I am really looking forward to hearing about other libraries doing things and, actually, I am really, really curious because Nik Williams has been running those workshops for several months, and actually the first one was actually last summer [2016], so I am really keen on hearing does he know if anyone who came onto one of these training sessions has actually done anything in their library in Scotland because I haven’t heard.

9. Do you think it is important for public libraries in the UK to engage with issues such as online privacy? What happens if they do not?

Yes, it is obvious that I think it is important. The argument I tend to use in a lot of the stuff I write is my own definition of what I think of public libraries and what I think Librarians stand for, so to me it is important that Librarians take a stand because it is part of our personal ethics to actually defend citizens’ rights. There’s a whole thing of ‘Librarians are a trusted person,’ so if people entrust their information to us, we should be able to protect their information to that expectation and possibly even further than that. We should be transparent and accountable to our citizens and what we do with their information.

And then there is the whole side of, “Yes, we are here to facilitate access to information and defend people’s right to learn and improve themselves in their own lives,” so if we do not teach them the skills to do that, then they won’t be able to. So that is why we have that whole learning and digital skills agenda as well, which kind of all ties in. I think that is why it is important that it is public libraries that do that because we have a place where every group of the population is welcome, whether they vary by age, or ethnicity, or level of wealth. You can come into the library and we will give you that opportunity to learn and to have those skills.

I think we are getting into a whole debate on the evolution of public libraries and Librarians’ ethics, but I think in Newcastle we might have worked with Barclays(?) I can’t even remember, I wasn’t really

involved with that side of things, but I had a colleague not long ago whose job it was to build those kinds of partnerships for digital inclusion and we do it because we do not have the capacity anymore because our staff, our workforce, has just been cut so much. We just do not have enough people to run all those activities, so if we want to offer them, we have to look elsewhere for help. And that is where public libraries are looking at volunteers and they can be volunteers as individuals, or in that case volunteers from a corporation.

Do I completely agree with [it]? No. I mean it is great that someone else wants to help out your citizens and [we] should definitely take advantage of that, but are they doing it in the same way that we would? Or, are they doing it to also [to] advance their own interest? In Newcastle we've had the Google Garage for three months and it is people teaching businesses skills around social media, and getting your website up and running, and it is brilliant because we do not have those skills and we do not have the time to do that in the Business and IP Centre for our customers, and those people do, so it was brilliant that they were there. But at the same time, because it was done under the Google name, it still promoted Google in a way. I think we were lucky in Newcastle because the people were still local people who are freelancers, so I think they had partly to promote Google projects but they are also promoting other platforms and other services.

Because we are a public-sector organisation, one of our strengths is that we do not have that pressure to promote a particular product or company, and actually another argument I have used to promote teaching privacy to citizens is that we are about information and we are here to enable citizens to make an informed choice. Making an informed choice means giving them the whole spectrum of information available and letting them make their own opinion about what they are going to use. So, privacy is making sure they are aware of the issues but actually it is up to them to decide whether they want to take steps to protect their privacy more or not, and it is up to them to make that decision. There's always the fear that when you work with a commercial company – are they being just as open-minded as we are?

I think it is really interesting that the second part of your question in number 9 is what happens if they do not. Another thing we have done with the CILIP North East member network is we held a debate and there was a question at that debate of like, "Libraries are seen as that neutral space," and I am now confused between neutral and impartial, but I am sure the question was libraries are about being neutral so how... can we... if we promote privacy tools and push back against current legislation, how can we be neutral? And, actually, the answer of the speaker who was my friend [anonymised], one of the CryptoParty co-organisers, he actually said, "Libraries have to take a stand for privacy in order to stay neutral." Basically, he said if we weren't doing anything, then we weren't neutral because we were siding with the...

10. Do you have any digital privacy initiatives planned in the future? If not, what more could your library do to follow 'best practice' or support online privacy awareness?

I think, as you said, this was probably under question two of all the other bits that go with privacy in libraries because it is not just about teaching citizens so, I am currently busy with all those other things. It is an ongoing thing because I have to do it in little chunks and because I have to involve a lot of other

people, so, I wanted to have – by the end of June [2017], the plan was to have all our computers running Firefox as an alternate browser and it would be Firefox with DuckDuckGo by default, and HTTPS Everywhere and Privacy Badger. But we discovered around the end of June that it would not be possible so then we had to have a meeting with our IT to understand why it was impossible – or why they thought it was impossible. That meeting only happened on Tuesday morning [18.07.2017, two days prior to this interview]. One of them was on holiday and he was really a key person in that discussion.

I have done the same thing almost with open data, which is another project I am also working on and, also, very enthusiastic about. But it is one of those things that, because I am really interested in [it], I have tried out a few small things and then I have learned more about it, so I have tried out slowly... as I said, my to-do list keeps growing(!) And so I have made it part of my job, and now it is accepted. And I am very lucky, as I said, to be in an environment where when I talk to my colleagues when I did those trainings, and it happened both with open data and a few months later with privacy – when I explained actually what it is all about, they are like, “Yes, we should be doing this,” and I have a manager – managers actually – who are very supportive and letting me try things out and actually be seeing the benefits that could bring to the library as well. So, yes, I think I have just made it part of my job.

Participant 3

1. Please describe the library service where you work and how you developed an interest in online privacy issues within a professional context (if applicable).

Public Library based in Orkney, serving a population of c.21,500. Main Library, with a PT branch in Stromness and one mobile library serving the mainland and rural areas. Book box service to reach islands which cannot get mobile. Part of Many Voices project with Scottish PEN, which led to an offer to hold Online Privacy workshops.

2. Explain what past or on-going initiatives your library has undertaken, to protect online user privacy or educate users about online privacy issues.

We encourage all library users to log out of anything they may log on to using our Public PCs as they are shared machines. Netloan is used to book PCs and run online sessions. We use a ‘cleaning’ software program to wipe between each use, but hope to implement ‘Deep Freeze’ within the next few months. We ran the ‘Libraries for Privacy’ workshops for staff and members of the public.

3. What did you (or your project leaders) hope to achieve in doing this?

User awareness of taking responsibility for your own protection and what is available to help online (web sites/browsers/safety precautions especially strong passwords...)

4. Did these initiatives enter into the scope of your library’s existing key service objectives or did a special case have to be made from the outset? If so, how was this justified?

5. **What barriers did you face at the planning stage (if any)?** For e.g. BYOD format in a deprived area, staffing, maintaining political neutrality, accessibility, etc.

Planning was fairly straightforward – Scottish PEN and our media sites were used.

6. **How did you implement this and what format(s) was used?**

Public workshop held in our Stromness Branch, while Staff one held in Kirkwall. PowerPoint display given with audience participation widely encouraged.

7. **What were the risks (if any)?** For e.g. Technical issues, local opposition, potential legal implications of using certain tools, etc.

8. **What did you learn and what has the impact of these initiatives been, locally as well as more widely? Have you had any feedback or criticism? What trends have you noticed since (if any)?**

Feedback was encouraging, especially from public one – people more aware of how to look after their online security.

9. **Do you think it is important for libraries in the UK to engage with issues such as online privacy? What happens if they don't?**

It is important, we need to ensure that all users of Public PCs know it is a shared machine, therefore more open to private details being seen if users don't log off from any sites they use (email, banking...) If we don't, then we may be more open to complaints from users.

10. **Do you have any digital privacy initiatives planned in the future? If not, what more could your library do to follow 'best practice' or support online privacy awareness?**

Nothing planned at present, we continue to engage with customers to remind them about logging off when using Public PCs.