

Title: E-Government Questions: helping users navigate online government resources without practicing law!

Today's webinar is entitled e-government questions, helping users navigate online government resources without practicing law presented by Mary Minow. Mary is a library law consultant. She specializes in privacy, free speech, and copyright. She recently worked with the Florida State Library on the project exploring legal implications of operating e-government services. I am now happy to introduce Mary Minow. Thanks you Eileen. E-government questions, helping users navigate online government resources without practicing law.

The question is, are you helping library users with e-government questions? In some ways we have always done this. We have always helped people find answers, including answers that result in looking up government sources, but today it is quite a bit different because they may not just be looking for the answers, they are actually using the services. They are applying for welfare on your library computers. They are applying for food stamps, they are removing their DMV stations. They are asking for help, and they are asking for help in interpreting what one of the questions is asking about them and they are asking you. Today we are going to talk about how we can navigate the government resources without practicing law. The bottom line, don't tell them what to do. It does tie back to traditional library services. We help them find information. Now there is more pressure when they are asking us to tell them what to do. Don't go there. Help them find the information, absolutely. Don't tell them what to do. So let's on task one sum up -- talk about what some of that means. Before we really began, I want to give you some contacts about libraries in E-Government. According to the opportunity for all study, which was on by the Institute of Museum and Library services and the University of Washington information school, 26 million or more people use public library computers to get government legal information in 1 year. 2009, I believe. Over half of those downloaded forms like Social Security, Medicare tax forms, and of those, almost half actually did submit them from the library. You know these numbers are only getting larger. Of those that submitted, and this is the really good news, over 80% said that they got the help they needed. We are performing an incredibly valuable service by offering these high-speed public access terminals, but what does it really mean for us, the people who are helping the users? First, I want to tell you that in California, although there are not highly developed E-Government programs that I see in Florida, the libraries are helping people with E-Government as much or more as the rest of the country. There is a one sheet or for each state. I pulled out the one for California that you can find at the public library. Funding and technology access survey. I did put the links to all of the resources in this presentation on a separate handout. It pretty much is in order of the slides here. It shows that in California, similar to nationwide, we are talking about roughly 90% of libraries help people understand government website. More than 80% helped people apply for services. More than 60%, closer to 70%, help people complete forms. 50 to 60% help our users understand the program. So it is not a trivial use of the library. I just wanted to give you that context before we get into our agenda.

We are going to talk about the difference between legal information and legal advice. It's extremely relevant here. Staff and volunteer training, very important. And then another bolts -- I No-Space everything is important, but that's the most important. Essentially, your network security. We talk about a lot of set to the a lot of sensitive information. You may be curious, and I personally liable? Finally, we will leave you with some sources that you can go to for further information. I only started presentations, and I will throw it in here, that I am giving you legal information, not legal advice. That's exactly what you want to be same time to time when you are helping people with E-Government resources, especially if they are filling out something like a court form or integration or something that really does cross over into the practice of law.

If you're happy to help them find legal information, but you're not able to give them legal advice. Something we have said before, but it is more important to say it now. What does it mean? What's the difference? Well, there was a series of workshops sponsored by the legal services Corporation called public libraries, what public library and can do. It was a coming together of public library personnel and corporate cell and legal personnel. There is the sticks between legal information and legal advice. Legal information is essentially facts about the law. Legal advice is advice about the course of action that someone should take to further his or her own best interest. One of these is the subjective, the other is, well, I think you should pick this form. I think you should write in that you haven't worked for 10 years. I mean, that is essentially the difference that I want to talk about. We did talk to you about the unauthorized practice of law and got some very specific device. It is okay to help our users tab through forms. It is okay to help pay for two constructions, but it is not okay to answer questions like, should I file for this, or to interpret, well, what do they mean by this? That's going to be a really hard one because people are like, please, what do they mean when they asked me this on the form? They may really be desperate. But you simply cannot practice law. You cannot tell what words to use. Don't invite them what to do. You can show them what sites, show them in Texas, but don't recommend specific options. Don't give your opinions, don't really talk about your case, don't make any predictions about what is going to happen unless you are finding that in some source and saying, welcome to 80% of the people who fill out this form to that. It's certainly find to show than somebody else's information, but don't make your own assessment.

.....

So you can help them navigate through the forums. That's probably the trickiest area for us, because they want to know which form do I fill out? What you want to do is you want to have them choose the form. You can show them a list of forms, and it is really clear that there's only one form, then that's really the best scenario, but, for example, bankruptcy, there is more than one way to go. It is best with that kind of question to show them a pathfinder to help them navigate to the right form. The patron should choose the form. The patron should supply all the information. Very important, the patron should click submit. That is essentially the E signature that says the submit button usually says that I certify that everything about this is absolutely true. You want to make sure that the patron is the one that clicks that. It's not a bad idea to remind patrons to do that. We all know of people, maybe even ourselves, who have filled out forms at length and thought they were complete but there was one more submit button to click. It's not a bad idea to remind people to do that, but don't do that for them. I just got a question from Susan. Is it legal advice to try to find the right statute customer well, that's quite tricky. It is best to show them how to find the right statute, show them the indexes, show them the finding tools, show them how to formulate keyword searches, but to actually find the right statute for them is something that even in olden days when I went to library school, we were told you were not to do. Also from Susan, if they asked where something is specifically in the statute, is it legal advice to try to find the right statute? Again, this pulls at your heartstrings. You could certainly try to show them -- you could certainly show them how to find it themselves and give them examples and give them -- you know, you can say, this looks like this is one possible answer, but you can also check the index to see if there's more. And there's actually some nice advice from the Southern California of -- they have this available so you can download it from this website that [indiscernible]. We are in the library world monetary come even if you are licensed as an attorney. You are not acting as an attorney. Nonattorneys like librarians can recommend lawbooks, including books that provide forms, but they should not recommend a specific legal form. I said this more than once, because that's the dilemma that you are most likely to face. You can help find the broad definition of legal words or phrases by using standard legal dictionaries, but don't offer as to how the legal problem that they are facing should be handled. You can help them perform a search with what information, but don't identify a single law. That might help will difficult to answer your question. Don't help them interpret it. Teach legal research techniques. That's what you really want to do. Don't write a brief, prepare well for more drastic contrast. I don't see librarians doing that. In California, you

can find a definition of the unauthorized practice of law in the business and professions code section 6125 area I am not aware, and I would be surprised to find a case in which any library in was caught in a scenario, but it is in California up to each year in jail are you that would be more likely if you're preparing the will or such. Just wanted to let you know that the possible consequences are out there.

.....

Check with your state bar association. I have a resource here that puts together all the different states, so if you have trouble finding it, you can go to this website. Now, it is really helpful to the policy. The leader in this you are going to hear a few times during this presentation, but the real leader is Haskell County in Florida. They put together an E-Government services assistance policy that is still out. This is what we can do, that is what we can't do. Use the library computer, we can help them find information about government programs, help you locate websites. That is actually the model. I will show you a model policy based on that just a little bit later. Make it really clear what it is you can and cannot do. Whenever possible when you're helping to someone, point to that. Pass go Connie has gotten a lot of requests for help. They are happy to share their model. This flows into this. Now that you know how to train the staff and volunteers to not just help people with their legal questions, you can teach staff and volunteers to use certain catchphrases. Say things like, I'm not an expert. I can show you how to look and you can decide. Very important is that training beginning to all library staff and volunteers that the user should take in the password, the user should type in the Social Security number, credit card, the numbers defy the mother's maiden name. There may be times that depending on the situation, how much time you have, what kind of service or a branch or library offers, you may be helping people take something in. I would really refrain from typing in that kind of sensitive information. It does make sense to help people learn how to make e-mail accounts are really do that all the time, and teach them about making strong passwords, particularly when they are filling out some sort of form where they are putting in personal information. And caution users to safeguard their information. Not just leave it open on the desk next to them were other people are walking by, because it may sound like an obvious case for, but we have all seen patrons who are very intent on what they are doing at the computer and maybe do leave their stuff all been for look you lose passing by. That's just something. Because partially our responsibility to safeguard them in that way. To refrain from clicking submit because that may certify that something is true, but to remind patrons to click submit. There are some forms that may ask a cosigner if you are helping somebody fill out a form. Sometimes the formal state and if you are helping fill it out this form, what is your name? That is something that you might want to decide library policy wide whether or not you are going to help somebody and whether or not you will fill out that section. That is certainly possible exposure if something goes wrong.

.....

Don't have been the Social Security numbers if you're helping somebody. Keep the user files. Now, sometimes in this sort of new world here, people are filling up that stuff and they're like, zero my goodness, I need to get this information at home. Maybe you will even help them contact somebody from home. Some libraries will even say, you can use our fax machine to get the information you need. That is certainly a library decision whether or not you are going to let them do that, but if you do, certainly don't hold onto the faxes. I wouldn't say, we will hold onto it for you for a day until you come back. That is something I would strongly recommend against. When staff and volunteers are helping patrons leave them to state and local researchers, that's what you want to do. They have links to how to apply for all kinds of state licenses, Secretary of State through other licensing agencies. That would be a very good starting place for state and local resources. If you are from another state, you are probably aware of the statewide resources as well. The California.gov God in a cave I got an a for the transparency. That's our second consecutive year. It is awarded by the sunshine review, which is a nonprofit citizens advisory group. The actual winner is Florida with the most awards, and other leading states, if you are coming in from Texas, Utah, Illinois, Virginia, as well as California and Florida, then you can pat yourselves on the back that you have more transparent state

resources than other states.

I want to recommend that upcoming Info People webinar taught by lawyer who is invisible on accessing free Government information. So I would recommend that to you or other library and helping people with E-Government resources. That will be on Monday May /3 through the 30th. It's an online learning course. I may have said whether are. The absolute model in the country is Florida. If there is others out there, please type it into the chat, but Florida through the county library got a grant to create a statewide portal area is really designed with the user in mind. First of all, it pulls together all the resources, but it also has added all kinds of keywords to make things findable. Instead of having to know that you have to type in the word attrition to get to some nutrition program, they have added words like food help and then the user will type in any of those words and they will pull up food banks, food stamps, women and children's programs. It's really a fantastic resource.

Now the nuts and bolts. I think this is more important than anything you say. This is where libraries fall down the most. Net -- network facilities securities are taken very serious in some places, and others I just want to shutter because experts can come to the same terminal and see whatever the last person did including their mother's maiden name and everything. This is a time to listen up. First of all, if you are in California, I want to do for all the state of California best practices. This is a really useful resource for you. That's also in our resource list. I think what's really, really helpful is this Florida guide. It is best practices for patron computers. It's really hard to find this kind information that is designed for public access computers. Network security, I'm sure there's plenty of information, but designed for public access computers. Florida has put this together. This is an outside consultant who put together these test practices, and I highly recommend it. I talked with Laurie to see what we have in California, and she said that this focus that they put together in Florida is really targeted for what we are talking about here. She says also, and I quote, I recommend hard drive protection software, hardware over the lockdown approach because this allows patrons to use computers like they are likely to use them. The point here is that sometimes network security gets so locked down that an patrons can't do what they need to do. So the lockdown program disables all sorts of things that hamper these for the computer, but it doesn't contribute to patrons computer literacy is. Hard drive protection allows people to use the computers fairly normally, and then when the session ends, the computer reboots and all the privacy information is washed away, everything starts new. Two drawbacks to this approach, she says, is if the computers are old or underpowered or reboot can take too long. If the patron encounters any kind of lock up while working in the solution is to reboot, they have lose -- they lose everything they've done. All the solutions takes home work to make sure it works well. Another one of those situations is she recommend sometimes if you don't have the expertise and staff, you just have to hire somebody. I asked her, how do you know who to hire? She said, look for credentials like MCS be. -- and CSC. It's not all of these others. It's MCS be. Another certification is comp TIA. That would demonstrate the right knowledge. If you find someone like that, you still need a library person to work closely with them to explain objectives. That allows them to take the easy way with network security but to balance the objectives in offering public computers with the needs of the patron. Patrons want their flash drives. They want to be able to download something to their flash drive, so you don't have to sacrifice the patrons needs for the network security. That's too often what happens, she says. Now, in the Florida wiki, there is a best practice summary for libraries and library staff. Create library policy mandating hard drive protection, et cetera, et cetera. So take a look at the Florida resources.

And I think the most important threat, and this is really the hardest one, is key loggers. That is a very, very serious threat to public computers. Quite friendly, I would never personally put my Social Security into a public computer. This is why. If somebody has put in this tiny little hardware, looks like a flash drive, you

may not know, it can be key logging or recording every single keystroke, including my password. Once I have my username and password, they can do pretty much anything. So the key logger is what poses a really serious threat. I have asked, what do you do when it comes to that? Suggestions are to really consider what your furniture arrangement is to try to lock away the vulnerable areas of the computer. If there is a USB driver in the back of the computer, put something over it. Lock it down. Keep the computers in easy view. And if you're really helping somebody, do your best to visually check, but it's really going to be a tough one because they record every keystroke. Now, there are also software key loggers. If you've got good security software, those are likely to detect, but you always need to keep you up-to-date. Next, you may want to know, are you liable or is the library liable if something goes wrong? You can see how something can go wrong. Can I go to jail? Can I be found negligent? Can be found at -- can I be found up to a discrimination or violating somebody's speech rights? Well, let's take a look at it and here's a question for you. If you can click that polling, answer this question. Has a library user ever asked you to falsify information? Yes or know? If you're not sure, you can take something into the chat. Good, we got a couple most. So far it is on those and no yeses. That's great. Examples would be -- oh, we've got a guest. For the person who put yes, it would be interesting if you could share with us. It could be that somebody looks like they are clearly 65 and they ask you to help and type something in saying they are 18 or something like that. I'm curious what you did get. That's a hard situation. Somebody wanted you to create a fake page. Nice, that's from Sarah. Somebody wanted to falsify your Facebook profile. If you can also share what you did, that would be helpful. But it goes to show that it is best to help them know what to do, but don't do it for them. Neither of those sounded like they were criminal intent. If it is criminal, then really walk away. Say, I can't help you with that. If somebody wanted to change their age, that's different. Those are the kind of tricky situations. It's best to avoid them by not doing it. And if you don't actively participate in a fraud, you should be fine.

What is the likelihood that you would be found to violate the unauthorized practice of law. If it is isolated and minor and not intentional, you are likely just to kill little lesson in not doing it. If it's ongoing, there might be civil prosecution, in which case you would pay fines. It would bone to fight only be a extreme cases. If you are actually setting up shop and helping people to raft, we will -- that would be criminal prosecution. I am just not that worried that people attending this webinar will be doing that, but you might know somebody that does. Don't knowingly help someone commit fraud, E-Government, or any reference inquiry. If you're feeling unsure because it they are asking you to falsify this page, just don't do it. The get help, Florida website portal wanted to bring it in here. So you can piggyback a little bit on the get help, Florida with your patrons. And the American Library Association has a toolkit and other resources on E-Government I wanted to point out including the reauthorization act and E-Government and public library current status. It is definitely more resources on that. How library patron sue me if I make a mistake answering a question? Click the feedback button. Yes, no, and if you're not sure, type something into the chat. I hope not says one. No, no. They are typing into the chat. That's fine. It looks like the results on the polling is 5-1 running know, but the one person did say yes. Can a library patron sue me if I make a mistake? Well, the answer is, of course, anybody can file a lawsuit. But what they have a viable case? The answer is, if you are just making a mistake without doubt intent, you should be fine. Public employees are not liable for injuries resulting from acts or omissions resulting from exercise of discretion. That's a California Government code. And it's going to be similar in all of the other states. Unless you have the bad faith. Unless you are really trying to make sure that you don't like them and you make sure they don't get their food stamps. I mean, you're giving them really bad information. Don't do that. So as long as there isn't bad faith, you are going to be fine. Honest mistakes are not a problem. You can kind of rest assured if that was on your mind. But as Kathleen says, it's good to keep in mind that anyone can sue anyone else no matter how frivolous. Exactly right. So there's a lot of crazy patrons out there, and it's always best to treat

everybody with perspective. It's true that anybody can sue anybody at anytime. It's the question, is it likely?
.....

In order to make a viable claim, the patron has to be unhappy, must show first that you, the library, Obama duty free at second, that you breached that duty, and that they suffered harm based on that breach. Now, if you have a good disclaimer, you say verbally that you're not an expert, you might want to check with a lawyer, and even better if the library puts disclaimers on its webpage or at some point the patron seized before using any kind of E-Government services at your library, that absorbs you from any duty. Now, I just cannot library patients to the library? Yes, no, or not sure? Again, anybody can suit anybody at any time, so the question is, do they have a viable case? And now here everybody thinks that the library is more on the hook. In fact, it is running 6-2, 7-2 saying that the library could be held responsible. Well, if the library undertakes a policy -- I mean, has a policy that says that we will not be responsible, that really helps a lot. The disclaimer helps a lot. In the absence of helping anybody, there is no obligation for a library to undertake the duty. However, there is this thing called the undertakers doctrine of common law. If you start to help somebody, come to us, we are the experts. You can rely on us. Then the duty starts ticking. So the answer is, it depends on how you position it. That's why I wanted to do this webinar is to make sure that you know it's best to be very self facing area I'm not an expert, here's a list of forms to look at. Disclaimer, disclaimer. Come to us. I mentioned that because I see library saying, come to us, we are the X. I can understand that. We do know more than a lot of other people, but don't undertake the duty. Don't create that reliance. Here is a sample disclaimer based on the Paschal County Library system. Library staff cannot give users legal, financial, or medical device and are not caseworkers. Library staff may assist users that may not advise users on specific forms. The user assumes all responsibility for the use of the libraries network. The library is not liable for the possible compromise of any confidential or sensitive information. So those are all good terms to use. Now let's say that somehow you have inadvertently assumed the duties through your actions or policies. The library user would still have to show for each, so you would have to have made some sort of a Regis take. There I think if you don't sign or submit for users, that will go a long ways. If your users possibility to click that signature, the submission. Of course, after the fact, they may say, well, you click it for me. It's a he said/she said. There it is good to have a policy. You can say, our policy is that we never do that. That would help go a long ways. It's not just going on the one-off situations are impressed. Finally, they have to show that there is harm based on the breach. Here is another sigh of relief for you all. The courts will find that there is no harm if there is administrative revenues to five remedies. Let's say they were denied food stamps. Virtually any of the things that they are applying for, there's some sort of appeals process and some sort of remedy. The courts have said that that is sufficient that you are not on the hook if they have some soda -- some other avenue they can pursue, even if it's in -- even if it's inadequate. Even though they lost three months with us good stamps, it was still a remedy for that fourth month, then that would be sufficient to to show that there was no harm. What about librarians being notaries? That's a really good question.
.....

I have to confess, I didn't know that librarians were no trees. It seems to me -- I am talking a little bit off the cusp, but if the library and has done -- I know there's a lot into the condo great. If they are doing everything to the best of their ability and being scrupulous, there's some very rigid regulations their, I assume that perhaps your library does do this. It would be the same liabilities attested to a notary liability. The question that would arise is, is the library overall responsible? As public entities, there is wonderful sovereign immunity. Unless you do something with intent, generally you've got this sovereign immunity that protects you. I knew this question was going to come. Here is from Lori. Any advice for when a patient -- one a patron is impaired? Actually, I have something on that coming up, but that is -- the quick answer is to just talk your way through it. I will talk about that again in just a moment. Here is where I am actually more concerned with what you say versus what you are offering on your network security. Duty I think is really

important to make no promises. It's important to do the best you can with your security. Harm really could be stolen identity, so having the disclaimer is really important, as well is your best to keep the network security up. Okay. Here's discrimination and disability. Many losses -- these are my hobbies. I like to look at lawsuits against libraries and see what people are claiming. Many losses will make the claim that there is some kind of discrimination, either based on the persons race, disability, et cetera. Sometimes, of course, it could be true. Sometimes it is not true, but the underlying issue maybe somebody was turned away or somebody was told to leave. That kind of thing. It may have nothing to do with race or disability, but the claims are often centered around that. On the other hand, maybe it does have something to do with it. Make sure that you treat everybody the same. Make sure you do accommodations. So what does that mean when it comes to cooking? You know, there is certainly no case law. What I would recommend is that you say, I will just be your hands. I am not going to tell you what to do. If you tell me to type in this work, I will do so. If you tell me to type in and click submit, I will do so, but I am really just serving as your hands. I am not doing it on my own behalf. Just tell them what you are doing. That's really the best I can offer. If someone else has some thoughts, someone in particular who works with disabled patrons, I would appreciate it. The next issue is the free speech. I mentioned this because I have seen in some libraries, if we are trying to be helpful, and accept a to their cell phone policies. So they say you cannot use a cell phone in a library or can't use a cell phone in the main part of the library unless you are doing E-Government. People need to call home to get their mothers maiden name or their husband or whatever. So the speech restrictions overall have to be content neutral. If you say no cell phone use in the main part of the library come you cannot say except for E-Government questions. You either say no cell phone use or just cell phone use. In the best road, you say you can use a cell phone in the lobby. Someplace where they can use it. But you cannot make content-based restrictions on speech. That was the point I wanted to make there. So ask for resources, I've already mentioned that AOA has a toolkit, but they also have a presentation I wanted to point out from just last December that you can take a look at. I wanted to give you the table of contents, because it shows you legislation, participation service, level policies. It is something to take away from it.

.....

The E-Government -- I pulled up this page, because it shall use different it shows you what you can take a look at. They have actually partnered with social service agencies so that a new branch is a library and social service agency stopped so that people can make appointments with social workers and other agents to meet in the library to discuss their cases and help them, et cetera. So that is really on the cutting edge there. And you can find out more at the basic skills toolbox. There is all of these videos that are made for patrons and for librarians who are working with E-Government resources. If you want to really read in-depth, you can go to a summary of Florida's E-Government programs April 20-1/0 and read about these different partnerships. There is a number of libraries that have partnered one way or another with different social service agencies, and maybe that will be happening where you live sometime soon. Finally, there is a new E-Government concentration at the University of Maryland ice cool.

.....

In summary, my recommendations are to emphasize that staff don't give advice if they don't click -- oh, that they don't click submit. But I also recommend that if you can't comment how the library have a click through disclaimer. Perhaps you already have something on your public access terminals talking about what they can and cannot do. Look at it, see if that kind of covers what we have been talking about. If not, as language. If you look at the county policy of the model, something like that. Make sure the user types in Social Security numbers and passwords. Make sure that the user clicks the E signature. I like to say that maybe five different times. Do not keep user files and use best practices and network security. Treat all users equally including cell phone policies. If I had to put it in one sense, it would be helping them find information, don't tell them what to do. Thank you for coming, and do you have any further questions? Does anybody have any further thoughts for Lori, particularly if we've got some users, some library and, perhaps,

who work with people with disabilities. Okay. Here we go. Many libraries are about librarians are notaries in Florida. Thank you. Knowing he actually has an answer. We tell patrons to bring someone they trust family member to help them fill out the forms.

That's a hard one. You know, we do want to provide help to somebody -- well, we want to treat everybody equally. Most people don't have to bring in somebody. That's a hard one. Maybe it depends on how small of a community you have. Of course, that is the best, but if they don't have someone that they trust, then you still will want to help them, I would think. Amanda, this has been a very informative webinar. Thank you. Pamela, we no longer have the staff to walk people through forms. Well, that makes sense. A lot of it has to do with what your resources are. And if somebody is able to do it themselves, absolutely, but there is -- if somebody is not able to, then I would say the best thing is you could partner with somebody from social service agencies and people could make appointments and it could come in and help somebody. Sandra, the same questions that apply -- again, if there is resources where you can send them by phone to somebody, in the best of all worlds, have someone who's speaks the prevailing language. Laura is also asking about language barriers. I would pull out some dictionaries or pull them up from online, if need be. Let me ask you since we have a couple minutes, -- about the closed captioning. This is still fairly new for me. How is that working out for anyone who is using the close captioning today? It does provide a transcript afterwards.

Not using it, very helpful. Thank you. Okay. If you don't see it, you may have to click the media viewer in the low right-hand corner. Works great for me. Great, Amy. Here is Amanda to Janet. We usually give patrons the packet of papers and let them decide which form they need. Can you hear me applauding? And so do I. Thanks, says Janet. Okay. We might have a phone call. Eileen, is that a phone call?

Hike, Mary. No, it's not us.

Well, one more thought about the visually impaired. I surprised it didn't think of this earlier. It's to have the assistive technology, because we certainly have terminals that allow people with visual disabilities to navigate forums. That would be a solution as well. Well, I guess we can wrap up a few minutes early and you can maybe get a breather before you get back on desk. On that we just heard from Amy Beth. I had the same problem but thought if I expanded the window it was in the place. Pamela, our libraries have a special machines. There you go.

Mary, here's a question. How do we ensure patron piracy -- patron privacy? How do we monitor they are -- [inaudible] statement

It's not about E-Government. It's about how we deal with the issue. You know, that is such a library to library solution. It's really how much they want to give patients privacy at their terminals versus making it out in the open. Sometimes libraries have chosen to make sure everything is right out in the open so that people are less likely to look at pornography. If that is the case, then people can also look at other people's Social Security numbers. So the privacy screens are still I think a good solution. You know, often when you are typing in the Social Security number, it will show up as XXX. It's a piece of paper that you had next to you that might be more at risk. You might want to give people a little heads-up that this is a public place if I plug -- public place and that people are looking at stealing identities. I think when they are typing it in, it is usually masked.

Well, thank you all very much for coming. Thank you, Mary.

We make it a practice to clearly look away. And thank you all. You all helped a lot this time. Thanks for coming.

Thanks, everybody, for attending today's world are pretty remember to fill out the survey as you exit. If you want a certificate of attendance, you will get it you complete the survey. Ask again, Mary, and thanks everybody for attending. This will be available as an archive later today. We hope to see you at our next one. Thanks.

[event concluded]