

## Chat Transcript from Webinar with Robert J. Lackie – “Detecting and Protecting Your Digital Footprint”

Tuesday, September 20, 2011

Sophie Brookover: (9/20/2011 09:16) Good morning & welcome! We're going to get started at 10 AM. Feel free to hang out til then!

Sophie Brookover: (09:39) Good morning everyone! This is Sophie Brookover. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at [732-943-6109](tel:732-943-6109).

Joanne Mallowney: (09:40) Hi Joanne, Everything is fine

paro, Lynn: (09:43) Good Morning! I can hear and see fine.

Sophie Brookover: (09:44) Great, thanks, Lynn!

Sophie Brookover: (09:44) If you plan to tweet this session, please be sure to include the following hashtag: #LLNJ\_identity.

Sophie Brookover: (09:45) This will group together all tweets about the webinar together, making conversation among attendees easier.

Sisalee Hecht: (09:45) Good morning everyone

paro, Lynn: (09:45) not a tweeter

Sophie Brookover: (09:45) And of course, we hope you'll follow us on Twitter: @librarylinknj

Sophie Brookover: (09:46) Good morning, Sisalee!

paro, Lynn: (09:46) Good morning Sisalee

Sophie Brookover: (09:46) Lynn, I \*believe\* (let me double-check on this) that even if you don't Tweet, yourself, you can keep an eye on various topics.

Sophie Brookover: (09:47) It's a very useful PD tool, I find.

Sophie Brookover: (09:47) And we are ramping up our presence on Facebook & Twitter considerably.

Betty Costello: (09:48) sounds good

Lisa Cohn: (09:48) i hear both people, yes.

Joanne Mallowney: (09:49) I was just letting Robert know I could hear.

Sophie Brookover: (09:50) Lynn, you can definitely use Twitter to follow topics of interest, even if you don't have an account, yourself. For example, if you wanted to know what people were saying about libraries, you could follow the #libraries hashtag, by bookmarking this URL:

[https://twitter.com/?lang=en&logged\\_out=1#!/search/%23libraries](https://twitter.com/?lang=en&logged_out=1#!/search/%23libraries)

Sophie Brookover: (09:50) (it's easier to do if you have a Twitter handle, but you get the gist. :-)

Sophie Brookover: (09:50) Good morning everyone! This is Sophie Brookover. I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at

[732-943-6109](tel:732-943-6109).

paro, Lynn: (09:50) I'm with the Ocean County Library-Principal Library Assistant

paro, Lynn: (09:51) No at the the Beachwood Branch. The smallest of the 21 branches

paro, Lynn: (09:51) Our library is about 4 blocks from the Toms River

Lisa Cohn: (09:51) Bloomfield Public Library

paro, Lynn: (09:52) It's wonderful

Roberta Trotter: (09:52) Greetings, I can hear you! I work in Technical Services at the Georgian Court University Library.

Deborah D'Ambrosio: (09:52) Debbie D'Ambrosio: Hello, from West Caldwell Public Library

Amy Puskas: (09:53) I can hear you

Robert Lackie: (09:54) Good morning, everyone!

paro, Lynn: (09:54) Good Morning

Linda Rosario: (09:54) I can hear you.

Lisa Cohn: (09:54) Is there a handout posted?

Lisa Cohn: (09:55) yes. thanks

Jalyn Warren: (09:56) Good morning

Sophie Brookover: (09:56) . I am providing tech support this morning. If you have any problems with your audio/video during the program, we find that exiting and re-entering the meeting room fixes most things. If your problem persists or you are having another tech issue, please call me at [732-943-6109](tel:732-943-6109).

Mary Marks: (09:56) I can hear you fine.

Karen Brodsky: (09:56) Hi, I'm Karen at Bernardsville PL> Joanne, I can hearrrrr yoouuuuu

sheila watson: (09:56) good morning

Hanna Blatt: (09:56) GM Hanna blatt from Paramus Public Library

Martha Oxley: (09:56) Hello everyone!

Karen Brodsky: (09:57) Hi Sophie

Dawn Ferris: (09:57) Hello, yes I can hear you.

Sophie Brookover: (09:57) Hi, Karen!

Dawn Ferris: (09:57) yes

paro, Lynn: (09:57) yes

Amy Puskas: (09:58) yes i can hear you

Martha Oxley: (09:58) yes

Jalyn Warren: (09:58) Yes

Nancy Sullivan: (09:58) yes

Hanna Blatt: (09:58) Too Loud

Mary Marks: (09:58) very loud to me

Nancy Sullivan: (09:59) loud

Deborah D'Ambrosio: (10:00) Too Loud

paro, Lynn: (10:00) loud

Hanna Blatt: (10:00) very loud

Ilene Lefkowitz: (10:00) very loud  
Mark Titus: (10:00) It's pretty loud.  
Dawn Ferris: (10:00) Are we able to get handouts and note from program?  
paro, Lynn: (10:01) better  
Hanna Blatt: (10:01) yes  
Stephen Brunskill: (10:01) yes  
Jalyn Warren: (10:01) Much better  
Linda Rosario: (10:01) much better thanks  
Martha Oxley: (10:01) sounds good  
Ilene Lefkowitz: (10:01) much better  
Nancy Sullivan: (10:01) better  
Amy Puskas: (10:01) sounds great  
Roberta Trotter: (10:01) Good for me! Thanks!  
Mark Titus: (10:01) Sounds good. Thanks.  
RACHEL MONTANEZ: (10:01) the volume on my end is fine. I adjusted volume as you indicated.  
Dawn Ferris: (10:01) Are we able to get notes from program?  
Sophie Brookover: (10:01) \*waves\*!  
Loretta Aja 2: (10:02) I have an echo in the audio  
Robert Lackie: (10:03) At no charge!  
Loretta Aja 2: (10:04) I'm OK now  
Joanne Roukens: (10:05) Recording of this webinar and other resources will be available after this program  
Sophie Brookover: (10:06) If you Tweet, please make sure to use the ashtag for today's session: #LLNJ\_identity  
Sophie Brookover: (10:06) And of course, we encourage you to follow us at @librarylinknj  
Sophie Brookover: (10:06) We're sharing many wonderful resources via Twitter!  
Sophie Brookover: (10:09) Can we choose more than one?  
Joanne Roukens: (10:09) We encourage everyone to actively comment and use the chat box  
Joanne Roukens: (10:10) You may choose multiple categories  
Lisa Cohn: (10:10) patrons just walk away from their belongings.  
Nancy Sullivan: (10:12) not there  
Linda Rosario: (10:13) it's not there  
Erica Cathers: (10:13) no - i had to disable popups but now my browser is at it's own homepage  
Ikarvan: (10:13) No browser  
RACHEL MONTANEZ: (10:13) I don't see it  
RACHEL MONTANEZ: (10:13) Now it is  
Erica Cathers: (10:13) ok now, new window  
Sophie Brookover: (10:13) It will open a new window or a new tab (depending on your browser)

Ikarvan: (10:13) Yes, window is open.

Sophie Brookover: (10:14) This will happen every time we push a link out to you.

Sophie Brookover: (10:14) :-)

paro, Lynn: (10:14) lost the questions

Sophie Brookover: (10:17) Oof. My risk is 55. Need to work on that!

paro, Lynn: (10:17) 60

Ilene Lefkowitz: (10:17) Mine was 50, need to work on it too

Diane Whitman 2: (10:18) 75

Loretta Aja 2: (10:18) Mine is 20

Jalyn Warren: (10:18) 30

RACHEL MONTANEZ: (10:18) I scored a 20

Nancy Sullivan: (10:18) 30

Linda Rosario: (10:18) 30

Lisa Cohn: (10:19) 45

Mary Marks: (10:20) Many postal service boxes are being removed.

Sisalee Hecht: (10:20) I rarely see mailboxes.

Sophie Brookover: (10:20) That is CHILLING.

Lisa Cohn: (10:22) and make sure you have all your personal info when you walk away from the copy machine at your public library. Don't leave the copy or the cards in the machine and walk out

Joanne Roukens: (10:22) Becky do you have a question for Robert? You have your hand up.

Erica Cathers: (10:23) What do you think of services that keep track of your credit card numbers; if your wallet is stolen they notify all credit card companies. Trustworthy or scam?

Sisalee Hecht: (10:24) I just lost audio ... is it on my end?

Sophie Brookover: (10:24) Hi, Sisallee, most likely yes.

Sophie Brookover: (10:24) I will send you a private chat to help you. Watch the bottom of the chatbox for a new tab w/my name on it.

Jane Crocker: (10:26) We have a shredding service at work in which you insert papers through a slot and they come pick it up when the bin is full. Do you recommend this?

Stephen Brunskill: (10:28) absolutely!

Joanne Roukens: (10:28) I've heard of libraries hiring one of these huge shredding trucks and opening it up to their patrons for a small fee. So much per bag to be shredded and they have a video camera setup so you can watch your stuff be shredded.

Stephen Brunskill: (10:29) ATM cards are even better than debit cards

Stephen Brunskill: (10:29) I've heard that

Lisa Cohn: (10:30) i called my bank and told them I didn't want the debit card. They sent it unsolicited

Stephen Brunskill: (10:30) I've had that too

Stephen Brunskill: (10:31) I've even moved my fingers over the key pad to look like it's harder to detect

Ilene Lefkowitz: (10:35) how do you remember/keep track of all the different passwords for all the various accounts?

Sophie Brookover: (10:35) I echo Ilene's question -- is there a service you recommend?

Joanne Roukens: (10:35) It should be now open in your browser

Nancy Sullivan: (10:35) how can you remember all the different passwords without writing them down

Sophie Brookover: (10:36) 69% Whoo!

Sisalee Hecht: (10:37) oops, bad news

Ilene Lefkowitz: (10:37) 71% for one of mine

Ikarvan: (10:37) 68%

Kate Russo: (10:37) 100% for Facebook PW

Sheila Kirven: (10:38) missed that hint after star

Sheila Kirven: (10:38) about making passwords stronger

paro, Lynn: (10:38) 100% for email

Sheila Kirven: (10:38) Thanks

Joanne Mallowney: (10:39) name site to store passwords?

Joanne Mallowney: (10:39) thanks

Stephen Brunskill: (10:41) what about mobile internet security ?

Stephen Brunskill: (10:41) I mean on smart phones...

Lisa Cohn: (10:42) facebook automatically sucks your phone numbers off your phone

Sophie Brookover: (10:42) That is no exaggeration!

Stephen Brunskill: (10:42) Have you heard about Dropbox's password hacking this summer ... what about "cloud" service security ?

Stephen Brunskill: (10:43) thanks

Joanne Roukens: (10:43) I use something called lookout for my smartphone. If I can't find my phone, I go to a browser, to their website and activate a scream on my phone or I can wipe the data.

Joanne Roukens: (10:43) I've got mymobile for my iPad that does the same kind of thing

Sophie Brookover: (10:44) Joanne, is lookout an app?

Sophie Brookover: (10:44) (I need to activate mymobile on my iPad)

Stephen Brunskill: (10:44) I still have a Symbian Series 40 phone... is a low or old tech solution helpful for security

Joanne Roukens: (10:45) Lookout was on my phone and I had to activate, but I suspect it can be found in the android marketplace too.

Debra Gottsleben: (10:45) Joanne will this be archived? So much great info here! Thank you for getting us in!

Debra Gottsleben: (10:45) Into the webinar not in as in hacking!

Stephen Brunskill: (10:45) got it

Joanne Roukens: (10:45) Yes, this will be recording. I will send you an email

Debra Gottsleben: (10:46) Yay!

Sophie Brookover: (10:46) It will also be archived at the page for this webinar on our

website.

Joanne Roukens: (10:46) This should now be active in your browser

Kate Russo: (10:48) You can list it without the year on Facebook.

Kate Russo: (10:48) I am do not list my hometown or mother's maiden name just to be on the safe side.

Stephen Brunskill 2: (10:51) intelius does too

Erica Cathers: (10:52) Unlisted numbers aren't really secure anymore, either. Our number has turned up various places even though we're still paying Verizon for unlisted!

Sophie Brookover: (10:54) We sometimes receive up to 5 of these solicitations per day.

Sophie Brookover: (10:54) Yep!

Debra Gottsleben: (10:54) I get about the same amount also!

Martine Honigsberg: (10:56) optout has requested an SSN

Sophie Brookover: (10:57) I saw that, too -- it's a secure website, though (<https://>)

Susan Moss: (11:00) How about MedCo? for state of nj employees?

Sisalee Hecht 2: (11:00) I'm fine also.

Stephen Brunskill 2: (11:01) fortunately a lot of medical and financial organizations don't use SSN numbers as account numbers ... but they still exist

Stephen Brunskill 2: (11:01) exactly

Carol Paszamant: (11:04) Can't a scammer fake the symbol?

Stephen Brunskill 2: (11:05) got to watch more and more now, now that foreign character sets can now be used in URLs

Joanne Roukens: (11:05) This is should be now in your browser

Nancy Sullivan: (11:06) firefox is blocking this

Ilene Lefkowitz: (11:06) i can see the CR site but no quiz

kelly garwood: (11:06) the link on the box goes to the quiz

Martha Hickson: (11:07) Here's the link:

<http://www.consumerreports.org/cro/electronics-computers/resource-center/cyber-insecurity/phishing-interactive.htm>

Ikarvan: (11:07) Got it.

Jalyn Warren: (11:07) Thanks Martha

Ilene Lefkowitz: (11:07) got it

Joanne Roukens: (11:07) <http://www.consumerreports.org/cro/electronics-computers/resource-center/cyber-insecurity/cyber-insecurity-hub.htm>

Stephen Brunskill 2: (11:11) ugh ... 7 out of 12 !

Stephen Brunskill 2: (11:11) correct

Ilene Lefkowitz: (11:12) 9 correct

Loretta Aja 2: (11:12) 7 correct.

Sisalee Hecht 2: (11:12) agreeeg

Kate Russo: (11:12) 6 correct

Sisalee Hecht 2: (11:12) 6

Sophie Brookover: (11:12) 8 correct.

Carol Paszamant: (11:12) 7 correct

Linda Rosario: (11:12) 12 correct  
Sophie Brookover: (11:12) I thought a number of real ones were fakes! (The Red Cross through me off b/c it had grammar errors!)  
Jalyn Warren: (11:13) 12  
Sophie Brookover: (11:13) Oh, indeed!  
Lisa Cohn: (11:13) 7 out of 12  
Martha Oxley: (11:13) 12  
Judi Pecoraro: (11:14) 12  
paro, Lynn: (11:14) 4 wrong  
Stephen Brunskill 2: (11:14) gotta watch the foreign sources that may use different writing conventions; legit but different  
Carol Paszamant: (11:14) I only saw 7 -our firewall may have cut me off  
Jalyn Warren: (11:14) Misread, actually 10 out of 12  
Mary Marks: (11:14) 10  
Kate Russo: (11:14) I also guessed many of the correct ones to be fake emails.  
Roberta Trotter: (11:14) 11 correct. But I am very suspicious by nature.  
Betty Costello: (11:14) 6  
Hanna Blatt: (11:15) 9  
Ikarvan: (11:15) 6  
Anne Schapiro: (11:15) 8  
Mark Titus: (11:15) 10  
RACHEL MONTANEZ: (11:15) 8  
Sheila Kirven: (11:16) 9  
Sheila Kirven: (11:17) What about FICO for scores?  
Linda Rosario: (11:18) Can you still use 800 numbers to order them from each agency?  
Sisalee Hecht 2: (11:18) should old credit reports be tossed (after shredding)?  
Joanne Roukens: (11:18) The mortgage person will run it before they do anything with you.  
Joanne Roukens: (11:19) Yes, they differ.  
Janet Weiss: (11:19) what is the easiest way to correct the misinformation?  
Diane Whitman 2: (11:19) what's a reputable site to get a credit score  
Diane Whitman 2: (11:20) any info about what not to share on facebook would be good to know  
Sheila Kirven: (11:20) Is myfico.com ok  
Janet Weiss: (11:21) what is the easiest way to correct the misinformation?  
Kate Russo: (11:21) Do not share birth year, hometown, your maiden name, phone number etc  
RACHEL MONTANEZ: (11:21) Should not share any info you would not want on the internet  
Erica Cathers: (11:21) How do you feel about security of a safe deposit box vs. locked cabinet in your home. For things like copy of your wallet contents, flash drives with info, etc.

Lisa Cohn: (11:21) or pictures of genealogy with names labeled that may include your mother's maiden name

RACHEL MONTANEZ: (11:21) What about LinkedIn?

Janet Weiss: (11:22) what is the easiest way to correct the misinformation?

Sophie Brookover: (11:23) LinkedIn is specifically for professional networking, so a good rule of thumb is to include only information you'd want to share in that context.

Kate Russo: (11:23) I blocked my friend list from being viewed on Facebook. I also asked my mother to not list her maiden name or home time so that MY credit could be protected.

Jane Crocker: (11:23) Don't tell friends on Facebook that you are going on vacation.

RACHEL MONTANEZ: (11:23) Thanks Sophie

Joanne Roukens: (11:25) [www.kn.att.com/wired/fil/pages/liststudentpe3.html#cat1](http://www.kn.att.com/wired/fil/pages/liststudentpe3.html#cat1)

Joanne Roukens: (11:26) <http://www.nextadvisor.com/>

Joanne Roukens: (11:26) <https://www.privacyrights.org/fs/fs33-CreditMonitoring.htm>

Joanne Roukens: (11:27) <http://library.rider.edu/~rlackie/idtheft/RU2011.pdf>

Sophie Brookover: (11:28) We will post these slides at the page for Robert's webinar at our website (URL forthcoming)

RACHEL MONTANEZ: (11:29) Thank you

Joanne Roukens: (11:29) I don't have these connects handy. sorry

Sophie Brookover: (11:29) <http://librarylinknj.org/content/detecting-protecting-your-digital-footprint-work-home-identity-theft-and-you>

Debra Gottsleben: (11:29) This is such useful information. We are in a high school and are going to be working with students about these topics!

Jalyn Warren: (11:29) Thank you

Diane Whitman 2: (11:30) I'm thinking that not listing your hometown on FB means not saying what your high school was as well, right?

Sophie Brookover: (11:30) Debra, that's great -- financial literacy is so important!

Joanne Roukens: (11:30) I put the link to the cartoon in your browser.

Kate Russo: (11:30) I do not list my high school or college information.

Sophie Brookover: (11:30) Especially since your seniors are so close to the age when they'll start getting credit card solicitations.

Ikarvan: (11:30) Thank you for sharing this info.

Debra Gottsleben: (11:30) Thank you so much! We have an internet safety libguides page and a parent resource page and we will include these resources!

Sisalee Hecht 2: (11:30) Thank you so much for this terrific webinar.

Dawn Ferris: (11:30) Can I have the power point slides emailed to me?

Judi Pecoraro: (11:31) Thank you Robert, Joanne, Sophie

RACHEL MONTANEZ: (11:31) thanks for the cartoon link

Debra Gottsleben: (11:31) Thank you!

Stephen Brunskill 2: (11:31) very nice... thanks!

Sophie Brookover: (11:31) Debra, would you shoot me a tweet or DM with links to your libguide on this topic?

Sisalee Hecht 2: (11:31) I will be sharing the info with my colleagues and students,

Sisalee

kelly garwood: (11:31) Thanks Robert!

Lisa Cohn: (11:31) thank you! very informative

Karen Brodsky: (11:31) Thank you

Sophie Brookover: (11:31) I will tweet them!

Roberta Trotter: (11:31) Thank you. This was a great presentation with so much good information!

Joanne Mallowney: (11:31) thank you so much, Robert for this terrific presentation.

Carol Paszaman: (11:31) Thanks Robert - great job as always!

Loretta Aja 2: (11:31) Thank you so much. It was a great webinar!

Sophie Brookover: (11:31) The URL on the screen is live -- click away!

Margret Nizolek: (11:31) Very useful information. Thank you.

Debra Gottsleben: (11:32) Sophie will do! Could u forward the email about this webinar to me as we weren't registered!

Martha Oxley: (11:32) Thanks so much, Robert

Kate Russo: (11:32) Thank you!

Lynn Skorubski: (11:32) Thank you very much. Very informative session.

Mark Titus: (11:32) Thanks, Robert. This was very informative.

Hanna Blatt: (11:33) Wow, thanks

Jane Crocker: (11:33) Fantastic - almost overwhelming!!!! Thanks everyone!!!

Sophie Brookover: (11:33) Debra, Joanne will be sending it out. I will register you belatedly so you get the info. :-)

Anne Schapiro: (11:33) regarding the credit reports once a year, is it a year from the day you do it or as the next year starts can you get a new report

Nancy Sullivan: (11:33) thank you very much.

Sophie Brookover: (11:33) Anne, in my experience, it's been a year from when you first request the report.

Jacqueline Zuzzi: (11:33) excellent as always thank you very much

Sophie Brookover: (11:33) You can put a tickler reminder in your calendar (paper or electronic)

Lynn Paro: (11:34) Wonderful material Thank you

Ilene Lefkowitz: (11:34) Great webinar, thanks Robert, Joanne and Sophie

Anne Schapiro: (11:34) Thank you Sophie

Sophie Brookover: (11:35) Debra, which e-mail address should I use?

Sophie Brookover: (11:35) morristownschools.org?

RACHEL MONTANEZ: (11:35) Absolutely - yes provide a followup

Debra Gottsleben: (11:35) That one works!

Sophie Brookover: (11:35) ok!

Sophie Brookover: (11:35) (You seem to have 2 accounts w/us)

RACHEL MONTANEZ: (11:35) mobile and tablet/laptop security

Debra Gottsleben: (11:36) And I'll send the link to our libguides. We have spent a lot of time on it and we are really proud of what we created!

Linda Rosario: (11:36) The follow up sounds interesting already! Thanks again for it all.

Debra Gottsleben: (11:36) @Sophie bet you have morritosnhighschool.org and msdk12.net

Debra Gottsleben: (11:36) that was for Sophie!

Jane Crocker: (11:36) I purchased a flashdrive through amazon that you can enter a password before using -

Debra Gottsleben: (11:37) But libguides is an online pathfinder program that is fabulous!

Debra Gottsleben: (11:37) Great resource Will send you our link also!

Sophie Brookover: (11:37) Debra, check the private chats I've been sending you!

Diane Whitman 2: (11:38) how do you enable a password fro your cell phone

Janet Weiss: (11:38) You could have a full time job just doing this presentation. Thanks very much.

Dawn Ferris: (11:38) Thank you - very informative