Eastern New York
ACRL Chapter

Fall 2018

"Is This Really You?": Facing Fraud in a Professional Library Organization

(A version of this article was shared with the entire membership through the email forum. It has been edited and updated for publication.)

As the ENY/ACRL membership was informed via email--in July, ENY/ACRL was targeted by a fraud attempt. **No money was actually transferred or lost**. No individual accounts were hacked, and no private or financial information was compromised during this situation. Due to the diligence of our brand-new Treasurer, Towanda Mathurin of SUNY Westchester Community College, the fraudster's efforts were not successful. Her dedication to the organization as well as her professionalism really saved the day. The Board has since set up protocols to prevent any such attempts from ever succeeding.

What happened?

Through sophisticated spoofing and some clever social engineering, an unknown person was able to send an email to Towanda, posing as ENY/ACRL President, Debbie Krahmer. This person demanded immediate payment for an outstanding conference expense. Rightfully, Towanda asked many questions about this request. Through several increasingly hostile email replies, the unknown person was able to continue to convincingly spoof Debbie's email account, as well as Past-President, Ali Larsen's account. The Information Security Officer at Colgate University, Nelson Lee, had said that this is a newer, more sophisticated fraud scheme that makes it difficult to tell whether an email is legitimate.

The fraudster not only used sophisticated means of spoofing an email, they also relied on social engineering to manipulate the situation. The attack seemed to have purposefully targeted Towanda as a new member of the board, using information that is easily obtainable from the ENY/ACRL website, to try to add legitimacy to the surreal encounter. The unknown person consistently presented Debbie as someone who was too busy in meetings to talk on the phone in order to discourage Towanda from personally contacting Debbie and exposing the fraud, while at the same time demanded that the payment absolutely must happen immediately. It's a credit to her professionalism and fortitude

that Towanda did not allow this fraud to succeed. She also remarkably kept her cool as the emails became more and more combative, and even escalated to phone calls from someone posing as the furious and unpaid vendor.

Currently, this situation is under investigation through the combined efforts of the IT organizations at the various colleges affected by the spoofing, and may result in a notice to the Internet Crime Complaint Center once the full situation is understood.

What are we doing to prevent this from happening again?

In response to this situation, the board has met and devised improved protocols for requesting reimbursements and vendor payments. We've introduced extra checks and balances, and will be constantly reviewing and revising these protocols over the coming year to ensure that our process is fair, efficient, and not overly burdensome. Requests for reimbursement by individual members must be made using a reimbursement form that is countersigned by the President of ENY/ACRL. Any vendor payments must be submitted to the treasurer by the ENY/ACRL member conducting business on behalf of the organization, and must be accompanied by a payment justification form. We are also reinstituting the monthly treasurer reports, so that the entire board can review all expenses and call to question any suspicious activity.

These protocols are designed to ensure no single member of the organization has the sole responsibility for approving expenses, and will also prevent any possible misappropriation of funds from occurring in the future. We are also reviewing the training of new board members, and investigating possible options for fraud training/information security training for the treasurer and board members. We want to assure everyone that we are taking this situation seriously, and that we want to ensure our board members are properly prepared to handle these types of situations, for their own protection as well as the protection of the organization.

What if this happens to me?

Nonprofits are frequently the target of fraud attempts. This fraud attempt was very difficult to recognize, as the fraudster was able to convincingly spoof other people's email addresses. It's notable that the fraud attempt was done during the height of summer, when many librarians and organizations are on vacation. It targeted a new person on the board, soon after she started her new term, and used aggressive behavior and the social power of the Presidency to pressure Towanda to not call Debbie or Ali to follow up on the situation in person. The unknown person also used information from a legitimate business (also easily found online) to fake an invoice.

If you ever receive an email that you're not sure actually came from the real person, DO NOT RESPOND TO THAT EMAIL. Instead, forward that original email to the real person, making sure that you put in the correct email address in the To field (do not use your autofill or contacts to enter the

email address). That way, the spoofing can't redirect your message to the unknown person. If you're doubtful of the effectiveness of this, or if you are worried your computer was hacked, go to a new computer or phone the real person to ask for confirmation.

If you received this email through your work account, follow the protocols of your in-house IT or fraud department to report the potential fraud. They will be able to tell if your computer or your account has been compromised, and they can walk you through the resolution process. It's a good idea to create a new password, one that's very long and unique to that account and situation if you suspect a hack, and sign out of your email on any tablets, computers, or phones you may have it on. Both Outlook and Google Mail have Privacy and Security in their advanced settings, which can give you a quick overview of the recent activity on your account, and remotely sign out of other devices or apps.

On behalf of the Board, we want to express heartfelt thanks to Towanda, who handled the entire situation beautifully. Her diligence in performing her duties prevented any breach of private information or loss of money. She consistently questioned the situation and refused to be bullied.

If you have questions or concerns about this situation, you may direct them to Debbie Krahmer at dkrahmer@colgate.edu or by phone at 315-228-6592. Please feel confident that you can email Debbie without it being compromised, but if you feel more comfortable, you can contact Debbie via phone between 9am and 3pm on weekdays.

By Debbie Krahmer, President, ENY/ACRL, Colgate University

Further Resources

- The FBI's Internet Crime Complaint Center (IC3): https://www.ic3.gov/default.aspx
  You can use this website to report an internet fraud, or investigate ways of prevent possible fraud online.

- The Association of Certified Fraud Examiners (ACFE): https://www.acfe.com/
  This association's website contains several free resources on learning to prevent fraud, as well as legal and ethical issues.

- Financial Literacy in Public Libraries: A Guide for Building Collections: Consumer Protection and Fraud Prevention: http://libguides.ala.org/finra-ore/personalfinance/consumerprotect-two
  ALA-created LibGuide on consumer protections.

- Have I Been Pwned?: https://haveibeenpwned.com/
  A legitimate resource you can use to check to see if your email account has been compromised.

University at Albany Building a Digital Archive of Executions

Mark Wolfe, Curator of Digital Collections, University at Albany

The University at Albany's M.E. Grenander Department of Special Collections & Archives is working on a grant-funded project to construct the Digital Archive of Executions, a database of source material on crimes and legal proceedings involving approximately 15,000 government-sanctioned executions that occurred in the United States from 1608 to 2002. Funded by the Council on Library and Information Resources (CLIR), the project will digitize documents, create metadata, and build a digital repository providing access for those studying the history of capital punishment. The Digital Archive of Executions will be freely accessible online, appealing to a broad range of potential users, such as historians, students, and scholars seeking information on these legal cases.

The grant is funding the digitization of approximately 125,000 pages of source material from the M. Watt Espy Papers housed at the University at Albany's National Death Penalty Archive (NDPA). Containing organizational records and personal papers from academics, political activists, and lawyers, the NDPA documents the legal and political history of capital punishment. M. Watt Espy (1933-2009) was a death penalty historian who traveled extensively, spending countless hours painstakingly compiling information about executions and becoming widely known for his unique collection of files on capital punishment. Beginning in 1970, Espy began his quest to document all government-sanctioned executions in this country. He amassed 44 cubic feet of primary and secondary source material and a file of approximately 28,000 index cards containing his unpublished writings. Espy's work is an invaluable and unique contribution to the research and scholarship on the history of capital punishment in the United States.

Due to the sheer volume of materials, we selected the vendor, Hudson Archival to complete the document digitization portion of the project. Simultaneously, our internal grant project team is developing a single search interface for the Digital Archive of Executions, which will provide access to both the digitized source materials and its rich archival description. Our project team adopted the open source repository system, Samvera to run the Digital Archive of Executions, which relies on these major components: Blacklight, Solr, and Fedora Commons. The project utilizes an API protocol so that our finding aid management system, ArchivesSpace, can "talk" to our instance of Samvera. The use of APIs will allow us to repurpose traditional archival description to enhance materials stored in the Digital Archive of Executions. The projected completion date for the Digital Archive of Executions is late 2018 to early 2019. For project updates visit: http://library.albany.edu/archive/espyprojectpage.

2018 ENY/ACRL Professional Development Grant:
Computers in Libraries Conference

Yu-Hui Chen, Education & East Asian Librarian, University at Albany

With the library funding and an ENY/ACRL professional development grant, I attended the Computers in Libraries 2018 Annual Conference held from April 17th to the 19th in Crystal City, Virginia to deliver a presentation with a colleague and participate in work-related programs.

Colleges and universities in the United States have been actively recruiting international students. Our presentation was based on the outcomes of a usability study on a self-paced tutorial entitled *Finding Books for Research* designed for this specific population. We recruited 20 participants from new international students last fall and asked them to think aloud during the process of performing two tasks and going through the tutorial. We shared with the audience technical problems to avoid and the feedback from participants for developing useful and helpful tutorials.

I attended several programs relevant to my work and research interests. I found the sessions entitled *Creating engaging content strategies for maximum impact*, *Custom data rich Web sites using information architecture*, and *Iterative design: users in learning object development* particularly useful to me.

Michael Edson, Co-founder and Associate Director of The Museum for the United Nations - UN Live, pointed out that content strategies are goal-oriented. He shared his insights into creating engaging content for maximum impact:
- Think about the tone/character of the project. Use ordinary language instead of jargon.
- Develop a clear, general direction that is unique and valuable.
- Establish an "attractor" for bold, talented people.
- Establish some core values and concepts.
- Translate the mission/vision to content that helps people understand the experiences they can have.

James King, Branch Chief and Information Architect at National Institutes of Health (NIH) Library, gave an overview of Information Architecture (IA) field. According to King, the main components of IA are organization schemes and structures, labeling systems, navigation systems, and search systems. He used examples, such as International Alzheimer's Disease Research Portfolio and Alzheimer's Disease Preclinical Efficacy Database, to demonstrate how IA has been applied at the NIH Library to build custom data rich Web sites that meet specific research needs. I was quite impressed by the NIH Library's efforts on creating freely available comprehensive databases through collecting grant-funded research on Alzheimer's disease domestically as well as internationally. I also appreciated their paying close attention to metadata quality.

Kris Markman, Director of Digital Learning and UX at Harvard University, emphasized the importance

of iterative design and usability testing in developing Web sites. I had already learned the ins and outs of iterative design from the world renowned usability guru Jakob Nielsen in person several years ago. What I liked about this presentation was that Markman's team applied this principle to the process of creating Web-based infographics for teaching college students information literacy skills, such as tutorials for diagnosing search headaches and recognizing primary sources.

The keynotes were stimulating as they recognized that humanities and libraries play crucial roles in the evolving digital era.

Attending this conference was a meaningful professional development activity. I am grateful to ENY/ACRL Professional Development Awards Committee for their support.

2018 ENY/ACRL Professional Development Grant: American Society for Engineering Education Conference

Anne Rauh, Collection Development and Analysis Librarian, Syracuse University

In June 2018, I attended the American Society for Engineering Education Conference in Salt Lake City, Utah, thanks to the generous support of ENY/ACRL. This conference brings together close to six thousand engineering educators annually and includes college and university faculty, K-12 educators, and librarians! The Engineering Libraries Division includes two hundred and fifty members, one hundred of which attended the conference. The division organized a very full program, which you can see on their website.

As someone who supports engineering research and curriculum from a behind the scenes role, I was excited to learn about trends and initiatives from colleagues throughout North America. One presentation that I found particularly interested was "Project Shhh! A Library Design Contest for Engineering Student." Matthew Frenkel from New York University discussed a project where the Bern Dibner Library of Science and Technology hosted a design completion – a common element of the undergraduate engineering curriculum – to solve noise challenges in the library. A full paper, authored by Lindsay Anderberg, Matthew Frenkel, and Mikolaj Wilk, all of New York University, can be viewed in ASEE's PEER Document Repository. In addition to discussing the contest, Matthew outlined the suggestions from the student plans that the library is in the process of implementing.

As a longtime member of ASEE-ELD, I was invited to participate in the final session of the program, a panel discussion of mid-career librarianship. Along with Mel DeSart (University of Washington), Michael White (Queen's University), and Amy Van Epps (Harvard University), we discussed the paths our careers have taken and how we develop ourselves as midcareer professionals. Much of the discussion focused on the role of mentoring, and how that evolves as one moves through their career. We also discussed how one prepares themselves for a managerial role and how one continues to

evolve a career if leadership is not a goal. The group also discussed how the closing of branch libraries has limited opportunities for advancement within the STEM library community and how involvement in professional associations, governance, and unions are beneficial for gaining leadership skills when there is not a natural progression at one's institution.

If your job duties include supporting an engineering, engineering technology, or computer science program, I highly recommend getting involved with this organization. Thank you again to ENY/ACRL for supporting my continued involvement.

Don't overlook the opportunity to apply for a Professional Development Grant from ENY/ACRL for up to $300 in stipends to attend a professional development activity.

See the ENY/ACRL Awards page for eligibility, criteria, past recipients, and the all-important submission form!

Please direct questions to Ali Larsen, ENY/ACRL Past-President, at alarsen@siena.edu.

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facebook.com/enyacrl

Save the date!

ENY/ACRL Spring 2019 Conference!
Wednesday, May 22, 2019
Mount Saint Mary College, Newburgh NY

Notes from the Field

Binghamton University

Blythe Roveland-Brenton is our new Head of Special Collections. She comes to us from St. John's University Libraries, Queens, NY, where she was Associate Dean and University Archivist.

Jennifer Embree is now Subject Librarian for Biology and Psychology. She recently received her M.S. in Library Science from the University of North Carolina, Chapel Hill.

Megan Benson started as Instruction and Outreach Librarian. She recently received her M.S. in Library and Information Science from Syracuse University.

Colgate University

Colgate University Libraries have hired a new University Librarian, **Courtney Young**. She was the former head librarian of Penn State University-Allegheny Campus and a former president of the ALA. She began working July 2018.

Skidmore College

Yvette Cortes, Fine Arts Librarian, began her term (in July) as Chair of the Arts section of ACRL, an umbrella organization for the promotion of library service in the field of visual and performing arts through the discussion of current issues, exchange of information, and carrying out of suitable projects: http://www.ala.org/acrl/aboutacrl/directoryofleadership/sections/arts/acr-artexcom

John Cosgrove, Resource Management, Outreach & Humanities Librarian, co-authored with Jeffrey O. Segrave, Professor of Health and Human Physiological Sciences, the article, "Games are more fun when there is no real point: Bizarre sports in comic strips" in the *International Journal of Comic Art*, Vol. 20, no. 1, pp. 349-366, 2018.

Johanna MacKay, Instructional Design Librarian**,** is now leading the NY6 Information Literacy/Blended Learning Project. The project allows librarians from different institutions in the NY6 consortium (Colgate University, Hamilton College, Hobart and William Smith Colleges, Skidmore College, St. Lawrence University, and Union College) to collaborate on the creation of online learning resources and modules while discussing trends and best practices in online education.

The Access Services department recently welcomed **Adriana Navea** as Public Access Assistant. Adriana previously worked at the Ernesto Peltzer Academic Library, Central Bank of Venezuela, in Caracas, Venezuela in the positions of Head of the Customer Service Division and Library Information Analyst II and III.

Also, newly hired is **Sara Crannell** to the position of Interlibrary Loan Assistant. Sara has worked in a similar position at SUNY Albany and also has experience working at the NYS Museum and the Lake George Historical Association.

SUNY Oneonta

Mary Lynn **Bensen** was appointed Interim Director of Milne Library in June.

Maggie McGee joined the library staff in May as the new Head of Bibliographic and Digital Services.

Brendan Aucoin also joined the library staff in May. Brendan is the new Information Technologies Librarian.

SUNY Oswego

In May, student worker **Tenaja Smith-Butler** was chosen for a 2018 Northern New York Library Network Outstanding Student Employee award. Tenaja is a rising senior zoology major who works as an assistant in the library makerspace, providing valuable guidance. Congratulations to Tenaja!

We're thrilled to announce that three new librarians started at Penfield Library this past August: Associate Director **Lynne Rhys**, Acquisitions Librarian **Kate Jones**, and Resident Librarian **Deb Bauder**. Welcome to Lynne, Kate, and Deb!

We also have to announce the retirement of **Beth Young**, after 22 ½ years at Penfield Library. Please join us in wishing Beth all the best in her retirement.
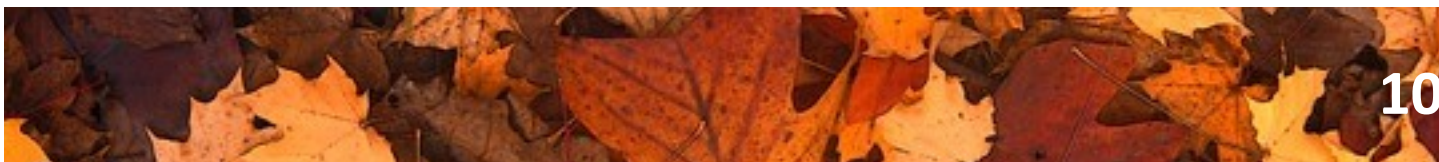
SUNY Potsdam

This fall we will say goodbye to **Jessica Ramey**, Instruction Coordinator. Jessica recently accepted a position at William & Mary College Libraries. We are very sad to see her go but excited for her new opportunity.

Crumb Library is implementing a new reserve textbook collection starting in the Fall 2018 semester. Approximately 140 textbooks are on order, and should be available by the end of September. The textbook initiative is intended to assist students who are struggling to purchase personal copies, and we hope it will contribute to student retention.

Syracuse University

In June 2018, **Anne Rauh** facilitated a round table discussion on impact and funding at the Network for Advancing & Evaluating the Societal Impact of Science Conference in Ottawa, ON and presented on a panel about mid-career librarianship at the American Society for Engineering Education Confer-

ence in Salt Lake City, UT.

Patrick Williams's chapter "& lo yr letter hit me hard: Live(s) and Work(s) in Special Collections and Archives," was published in *Poet-Librarians in the Library of Babel: Innovative Meditations on Librarianship*, edited by Shannon Tharp and Sommer Browning (Library Juice Press, 2018)

Michael Pasqualoni has been appointed to a two year term on the American Library Association's Video Roundtable (soon to be renamed "Film and Media Roundtable") Notable Videos for Adults Committee. Librarians interested in nominating a video title for consideration for a 2019 award are encouraged to visit the criteria and suggestion form at the website for the Notable Videos for Adults Committee [http://www.ala.org/rt/vrt/notablevideos].

Kelly Delevan, Information Literacy Librarian, participated on a panel entitled "Fake News and Propaganda" at the *The Helen Benning Regnier iSchool Graduate Seminar: Truth and Consequences in the Information Age* in July.

Colleen Theisen was appointed Chief Curator of Exhibitions, Programs, and Education for Syracuse University Libraries June 3, 2018. She has come to Syracuse after more than six years at the University of Iowa Special Collections.

Colleen also presented as part of a panel, "Beyond the Archive: Communicating Manuscript Materiality via Social Media" at the 53rd International Medieval Congress in May, 2018.

Colleen is also now co-editor for a new ACRL/RBMS Instruction and Outreach Committee monthly newsletter "Primary Source News and Notes." You can subscribe here: https://rbms.us18.list-manage.com/subscribe?u=93a27beb43e1d46ef40074d43&id=caa581b1ce

Union College

Donna Burton, Reference and Government Documents librarian, retired at the end of August after 33 1/2 years at Union.

University at Albany

Deborah LaFond—February 2018 - Submitted with members of the Librarians Task Force, National Women's Studies Association, "Creating Radical Praxis: Discovering and Reclaiming Knowledge Through Critical Information Literacy" November 2018 NWSA Conference – Atlanta