**Scams, Fraud and Identity Theft: How Libraries Can Help** <https://www.webjunction.org/events/webjunction/scams-fraud-and-identity-theft.html>

**Event Description**: Consumers are faced with increasingly complex scams and schemes used to defraud millions of people each year. As libraries strive to increase the digital and information literacy skills of their patrons, and provide timely and effective strategies for fraud protection, keeping up with options for consumer protection can be overwhelming. This webinar will explore the free resources available in multiple languages and formats provided by the [Federal Trade Commission](https://www.consumer.ftc.gov/features/librarians) (FTC) that can be used by your patrons to protect their identity and to recognize and avoid scams. You’ll also hear how [Johnson County Library](https://www.jocolibrary.org/)is partnering with local agencies to provide programs and resources to empower consumers in their community.

**Presented by** Carol Kando-Pineda and Marty Johannes

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| **What are your goals for participating in this webinar?** |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Exploring FTC Resources** |
| The FTC has resources specifically for individuals in different **target audiences**. Thinking about your community, pick 1-2 of these sites and explore the available resources.* English-language learners: [consumer.gov](http://consumer.gov)
* Reentering and incarcerated consumers: [ftc.gov/reentry](https://ftc.gov/reentry)
* Spanish-speakers: [consumidor.ftc.gov/](http://www.consumidor.ftc.gov/)
* Older patrons: [ftc.gov/passiton](https://ftc.gov/passiton)
* Military families: [ftc.gov/military](https://ftc.gov/military)
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| **Information, Services or Programs** |
| There are a variety of ways you can meet patron needs related to financial literacy. Check those options you already have available at your library, or circle those you’d like to prioritize in the coming year. Consider the steps you need to take to make options available (e.g. order materials, work with website manager to add resource section, find community partners).* **Provide area in library for FTC publications**. Consider using a shelf in the 300’s if you don’t have an area for pamphlets or handouts elsewhere in the library.
* **Include consumer information section on the library’s website**, or in a library blog post. Keep up to date, checking links periodically.
* **Visit a local** organization to provide information for clients or residents, e.g. at a local senior center, answering questions or giving a short presentation on the information.
* **Host a program on the topic.**
* **Partner with local organization** on a program or workshop.
* **Host a day-long event**, in collaboration with other organizations.
* **Other:**
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| **Assessing Potential Partners in the Community** |
| The Johnson County Public Library partnered with Housing & Credit Counseling Services, Inc. to offer Women & Money Day for free to community members. **Which organizations in your community could help your library with financial education programs?** Credit counseling services: Non-profit organizations that offer financial education (e.g. Catholic Charities, Jewish Vocational Services): State or local government agencies:Credit unions or banks:Others: |
| **Gauge Your Comfort Level** |
| Rate your level of comfort instructing patrons and creating verification challenges and other materials in the following areas:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Confident | Capable | Need to try it |
| Recognizing online scams |  |  |  |
| Protecting my identity online |  |  |  |
| Checking my credit report |  |  |  |
| Other: |  |  |  |
| Other: |  |  |  |

Consider next steps for building your confidence in these areas, so that you can support patron learning needs in these areas. |
| **Action Plan:** (include some simple next steps, along with who, when, etc.) |
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