

What's in a name?

Perspectives on Identity Management in Higher Ed

**Jimmy
Ghaphery
and Tom
McNulty**



VCU

VIRGINIA COMMONWEALTH UNIVERSITY

**Joe
Ferguson**



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

**Kirsten
Clark**



UNIVERSITY OF MINNESOTA

What's in a name? Perspectives on Identity Management in Higher Ed

ELUNA, May 1, 2019
Jimmy Ghaphery
VCU Libraries



Personally Identifiable Information

- Legal and ethical obligations
(e.g. FERPA, Homeland Security, GDPR, State Retention Schedules, Virginia HB1, ALA code of Ethics)
- Data audit
- Data retention

IDs Change

- Names, eIDs, cards, emails change all the time
- Test all variations for patron loads
- Look at total users rejected regularly
(Alma – Admin/Monitor Jobs/Users Synchronize)

Virginia Commonwealth University

- Large urban research university
- 50,000+ identities
- Commitment to diversity and inclusion
- History of LGBTQIA+ Student and Faculty Advocacy ([timeline](#))



VCU Libraries Diversity and Inclusion

- 13th Annual LGBTQIA+ Burnside Watstein Award
- Underrepresented groups focus of Special Collections and Digital Collections
- Campus leader individual universal restrooms
- Faculty/Staff substantive involvement in university diversity and inclusion efforts

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**Expected
Engaged**

VCU Spring 2018

Guide for Gender and Name of Use Notification

This guide is designed to help you to evaluate and request changes to technology-related systems at the university. We now offer two processes to serve you better. The process you will need to use depends upon whether you have changed your legal name.

If you have not changed your legal name and are requesting changes based on the name of use, then please use the [Student Form - Gender and Name of Use Notification](#). For questions about this process, please contact tslovinsky@vcu.edu.

If you are requesting changes based on a legal change of name, the first step is to process your legal change of name with the university. Information about processing your legal change of name with the university may be found [here](#). Once your legal name has been changed with the university, it will be updated in the Banner system, and you can make the following changes:

- eID - The VCU eID is the username used, along with a corresponding eID password, to authenticate you to many VCU web applications and electronic services. A request to change the eID can be processed after your legal name has been changed in the Banner system. However, other circumstances may require that an eID is changed. Reasons for an eID change may include but are not limited to: changing the eID length, changing the eID to avoid cultural offense, changing the eID for legal reasons. Because the eID is used as the "passkey" to many systems at the university, any change of the eID requires that your access is changed across systems. Because multiple electronic records and key systems are affected, an eID change requires prior review and approval from university administrative officials. [Click Here to Continue](#).
- Email (myVCUmail) Name of Use - A request to change your name and/or eID/email address can be processed only after your legal name has been changed in the Banner system. However, a name of use can be added to the email directory. To do so, submit a Service Desk Support Ticket (select Email, then Email Display Name Change in the selection option). [Click Here to Continue](#)



Where's the library?

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We need a committee

- Started with narrow ID Management scope (my idea)
- Charge and membership expanded (not my idea)

Gender-Inclusive Library Workgroup

- *Identify ways that **systems, services and spaces** can be more welcoming to transgender or gender-nonconforming/nonbinary library users, and supporting users in the case of non-legal name changes.*
- Report in our IR [doi: 10.21974/338x-ps11](https://doi.org/10.21974/338x-ps11)
(Google: *VCU Libraries Gender Inclusive*)

Gender-Inclusive System Changes

- Integrated into VCU student name of use request
- Changed name display on public Windows computers
- Eliminated name from Alma notices
- Reworked web forms for salutations and names
- Promotion of ORCID as gender inclusive ID
- Staff profiles include optional pronouns/certifications

Presence on VCU Technology Guide

Guide for Gender and Name of Use Notification

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If you have not changed your legal name and are requesting changes based on the name of use, then please consult the "Name Change Resources 2018-19" on the Division of Student Affairs's Resources page. For questions about this process, please contact vcudean@vcu.edu

If you are requesting changes based on a legal change of name, the first step is to process your legal change of name with the Registrar. Information about the Registrar's process of name change can be found here: [Registrar's Name Change Process](#)

- VCU Libraries - Once updated in Banner, your legal name, eID, email, and VCUCARD number will be updated in some library systems. VCU Libraries also encourages researchers to create an [ORCID](#) account, which consolidates your publications under a persistent identifier that is not name-specific and distinguishes you from every other researcher. For assistance or questions please [Ask Us](#).

your legal name has been changed in the Banner system. However, a name of use can be added by following steps outlined in this [document](#).

- VCUCard - The VCUCard is the official identification card for the Virginia Commonwealth University and Health System. Your VCUCard provides access to services such as Pay 4 Print, RamsLaundry, as well as Wells Fargo. You can also access classrooms, dorms, offices, the library, RamRide, Student Activities & Events, as well as dining, gym, and parking facilities. To get a new VCUCard, bring your old card to the [VCUCard office](#), and they will replace it free of charge.
- Blackboard (and other academic systems) - Blackboard is a Web-based course-management system designed to allow students and faculty to participate in classes delivered online or use online materials and activities to complement face-to-face teaching. Blackboard will automatically update. Your school may have a separate academic system. Please contact your academic advisor to learn how to make changes in those systems.
- VCU Libraries - Once updated in Banner, your legal name, eID, email, and VCUCARD number will be updated in some library systems. VCU Libraries also encourages researchers to create an [ORCID](#) account, which consolidates your publications under a persistent identifier that is not name-specific and distinguishes you from every other researcher. For assistance or questions please [Ask Us](#).
- Emergency Notification - You may want to change emergency email alerts after making changes to your email or eID. Notifications can be managed via the [my.vcu.edu](#) portal by selecting "Manage Emergency Alerts" under the "Resources" heading.

The [IT Support Center](#) is here to help you. If you have any questions or need assistance with your requests, you can reach us at (804) 828-2227 or ITSC@vcu.edu. You also may submit a [Service Desk Support Ticket](#).



<https://ts.vcu.edu/askit/policies-and-publications/gender-name-notification/>

Name of Use Student Guide

How do I request an update to my name and/or pronouns of use across departments?

To request updates to your name and/or pronouns of use, please send an email to the individuals you choose (below) with your legal name, name and/or pronouns of use and V#:

VCUCard

To update your name on your VCUCard please visit the VCUCard Office website for instructions: <https://vcucard.vcu.edu/requests/name-changes/>

Recreational Sports

This office will enter your correct identity into their specific entry system.
Please contact: Tell Carlson, tbcarlson@vcu.edu

Residential Life and Housing

This office will enter your correct identity into their specific data system.
Please contact: Dr. Kevin Wade, krwade@vcu.edu

VCU Libraries

Your name will be updated in some library systems.
Please contact: Martha Roseberry mroseberry@vcu.edu and Tom McNulty tmcnulty@vcu.edu



<https://students.vcu.edu/find-resources/dean-of-students/resources/name-change-resources/>

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VCUCard

VCU Libraries

Your name will be updated in some library systems.

Please contact: Martha Roseberry mroseberry@vcu.edu and Tom McNulty tmcnulty@vcu.edu

This office will enter your correct identity into their specific data system.

Please contact: Dr. Kevin Wade, krwade@vcu.edu

VCU Libraries

Your name will be updated in some library systems.

Please contact: Martha Roseberry mroseberry@vcu.edu and Tom McNulty tmcnulty@vcu.edu



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Ongoing recommendations

Encourage a culture of shared learning and growth, including safe environments for mistakes, and learning from and with each other.

Role within VCU

- Trusted leader/partner (IRL & online)
- Involvement with university wide name of use
- Involvement with rollout of new identity management system

Why Libraries?

- Academic and administrative
- Large student worker population
- Unique student/faculty relationships
- Mature, dynamic, and relevant knowledge (disambiguation, privacy, and discovery)

Selected Resources

Kelly Thompson (2016). More Than a Name: A Content Analysis of Name Authority Records for Authors Who Self-Identify as Trans. *Library Resources & Technical Services*, vol 60.3
doi:[10.5860/lrts.60n3.140](https://doi.org/10.5860/lrts.60n3.140)

Emily Drabinski, Amber Billey (2017). Cataloging, Gender, and RDA Rule 9.7 [ALCTS [webinar](#)]

Jane Sandberg (2019). Ethical questions in name authority control. Sacramento, CA : Library Juice Press.

Erin White, Donna E. Coghill, M. Teresa Doherty, Liam Palmer, Steve Barkley (2018). VCU Libraries Gender-Inclusive Library Workgroup Report. doi:[10.21974/338x-ps11](https://doi.org/10.21974/338x-ps11)



Preferred Name Implementation

University of Tennessee, Knoxville

Joe Ferguson
IT Administrator II
University Libraries - Enterprise Systems



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE



About UT Knoxville

- Flagship Campus of the University of Tennessee System.
- 29,000 students
- 9,500 faculty & staff

Diversity & Inclusion

- Disagreement between Campus Administration and State Legislature.
- Office of Diversity & Inclusion defunded by State Legislature in 2016.
- UT Chancellor: “This in no way diminishes our commitment to diversity and inclusion.”
- Funding returned in July 2017.

UTK Campus Initiative

- April 2017: Campus Admin convened a campus-wide group from all stakeholders.
- I represented the Libraries. Discussed various ideas.
- Implementation for Fall 2017

The Process

- Preferred FIRST NAME ONLY. Limited to “alphabetical characters, apostrophes, periods, and hyphens”.
- No documentation required.
- Monitored and reviewed by campus officials for integrity.

The Process

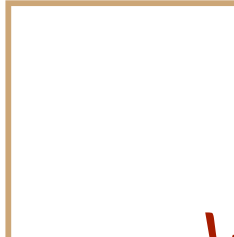
- Legal documents must keep legal name.
- Students may choose to have preferred name on diploma.
- Students may choose to have preferred name on the front of VolCard, legal name would be put on the back.

The UT Libraries

- Prior to Alma's inclusion of preferred name.
- Chose to get data feed from campus with preferred name as First name and omit legal first name from Alma.
- We continue this practice even after Alma implementation of preferred name.


Roll Out

- Officially launched system on November 1, 2017 in Banner.
- By December 20, 2017 we had about 200 names submitted.
- Each department on campus decides if they use legal or preferred name based on their needs.



What's in a name?

Kirsten Clark
Director, Access & Information Services
University of Minnesota Libraries



Campus Initiatives

University Records Change Policy

The University is living up to its guiding principle by

- Providing an atmosphere of mutual respect,
- Assisting individuals, institutions, and communities in responding to a changing world,
- Being conscious of and responsive to the needs of the many communities it is committed to serving,
- Setting high expectations for and empowering the individuals within our community.

University Records Change Policy - Name

Students, Faculty, and Staff are all eligible to set up a “preferred name” on the PeopleSoft Personal Information record.

- U Card (University ID)
- Public Search
- Canvas
- Class Rosters
- Advising rosters
- My U
- Library software

University Records Change Policy - Gender

- Students and Employees may indicate their gender identity and personal pronoun. This information will be available through:
 - Advisor Center
 - APLUS
 - Faculty Center - Class Roster
 - Student Services Center
- Currently, your personal pronouns and gender identity will not be included with any information provided to University staff, students, or outside groups. If authorized University staff view your employee record, it is possible for them to view your personal pronouns or gender identity.

Personal Pronouns

When you confirmed your enrollment to the University, some of your personal information, like your name, ID number, and demographic information, was made available to the University employees who work with you, including staff, faculty and some student employees.

If you decide to share your personal pronouns, your pronouns will be included along with other information provided to University employees.

Examples of where your personal pronouns will be available:

- The class roster provided to instructors and staff
- The student record that your advisor and other student services staff use to work with you.

Gender Identity

Gender Identity is not shared with class instructors or other campus partners, including health services. Authorized University employees with access to your bio-demographic information will also have access to view your gender identity.

Parents or guests who have been granted access to your student account will not see your personal pronouns or gender identity when accessing your student account.

University Libraries Initiatives

Patron Records - Names

- Peoplesoft-based users (faculty, staff, and students)
- Preferred name used over Primary name
 - SN
 - GivenName
 - Initials

Alma Transactions - Names

- All Library Patrons must present their own photo ID in order to check out library materials, with exceptions
- Different names between IDs and record/notifications, for example Items on Hold
- University Data Security Classifications by Type
 - Linking a library patron's personal identity with materials requested or borrowed by the person or with a specific subject about which the person has requested information or materials
 - Private-restricted - not public and available within the institution only to those with a legitimate need to know
- Non-library affiliates - University Partners, Special Borrowers

Patron Facing Letters / Notices - Gender

Dear Kirsten Clark,

The following item, which you requested on 2019-04-15, may be picked up at TC Wilson Library - Wilson 1st Floor.

The item will be held for you until 2019-04-25.

Political language : words that succeed and policies that fail /
By: Edelman, Murray J.

If you have any questions or if we can assist you further, please contact us at your campus library.

Thank you,
The Libraries of the University of Minnesota

Pronoun Buttons

One way to create a gender-inclusive working environment is to provide to members of the Libraries a way to indicate a preferred pronoun. This can be through the use of a button, the Libraries website staff directory, or through MyU.



UL Diversity, Equity and Inclusion Committee

Diversity, equity, and inclusion initiatives within academic libraries have come about as a means of overcoming discriminatory policies and practices that began in the past and whose effects continue into the present day. The legacy of this discrimination is a present-day environment where exclusionary practices, microaggressions, and implicit biases can persist if they are not explicitly identified and addressed. Diversity, equity, and inclusion initiatives within academic libraries, therefore, aim to intervene for positive change so that the entire library organization is tasked with working to restore justice and equity--both inside the organization and outwards towards the communities and constituencies that these libraries serve.

Discussion

- Follow up with questions to:
 - Jimmy Ghaphery - jghapher@vcu.edu
 - Tom McNulty - tmcnulty@vcu.edu
 - Joe Ferguson - joe@utk.edu
 - Kirsten Clark - clark881@umn.edu
-