Script: Julia [Job Seeker and Emerging Internet User]

Keywords: privacy in public spaces, online forms, passwords

Background: Through previous visits to the library, Julia has received help from library staff to update her resume. This time, she needs to search for job openings, upload her resume, and submit applications. Julia came across a job posting on Craigslist that interests her.

Roles: Julia, Library staff

[Julia walks up to the reference desk with her smartphone. She appears to be in a hurry.]

Julia: Hi, I came across a job posting on Craigslist that I want to apply for, but I need help.

Library staff: Sure, what's the problem?

Julia: I keep entering the password to get into my account and reply to the job posting but it's not working. Can you try typing it in for me?

Library staff: Unfortunately, I can't. No one should be typing in a password except you because that's really sensitive information, but I can help you work through this.

Julia: But what should I do?

Library staff: If you forgot the password, you could reset it and create a new one.

Julia: Can't you do that for me?

[Julia tries to hand the phone to the staff. The library staff declines to take the smartphone.]

Library staff: No, we're discouraged from handling patron's devices. But I can walk you through resetting your password. See that link underneath the sign in box that says, "Forgot your password?" Click that.

Julia: Will this take long? I need to get home before my kids get home from school.

Library staff: If you need to go, we can help you when you come in next time.

Julia: I don't know, is this quick?

Library staff: Usually it doesn't take long to reset a password. OK, it says to type in your email address and the system will send you a link to reset your password.

[Julia enters her email address.]

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Library staff: Now you should see an email in your inbox that will have instructions on what to do next. Usually, they ask you to click on a link and enter a new password.

[Library staff gauges the situation to see if Julia wants more guidance or decides to try to do it on her own.]

Julia: Yeah, I just got it.

Library staff: Great. I know you're in a hurry but here's some information on setting a strong password. *[Hands Julia a flier.]* You want to make sure that your password is strong enough that someone can't easily hack it.

Julia: Okay, yeah, I'll take a look at this later.

Library staff: No problem. And next time you're here, you can make an appointment with one of our staff members for a one-on-one help session if you still need help with job searching, or if you have additional questions about your account and password.

Julia: Thanks, that sounds like a great idea. *[Julia walks away.]*