PINS

It is a bit confusing, but patron PINS and staff login PASSWORDS are technically the same thing. If you notice when logging into WF it asks for "UserID" and "PIN", not "login" and "password." The info resides in the same place. Technically, one could log into WF by scanning a barcode and entering a 4-digit PIN or log into the catalog with XX-STAFF and your WF password. You wouldn't be able to do anything, but it would allow the login.

Protecting one's PIN is always important, but because the PIN data for patrons and staff are stored in the same place, it is even more important to have controls in place to protect our data and the privacy of our patrons.

Options:

1) Format (Patron PIN):
    a. Mandatory 4 numbers (6 numbers?)
    b. Allow Alphanumeric?
2) Encrypted (Patron PIN):
    a. Hashed so staff can't see. However, staff can reset.
3) Lockouts (Staff Logins & maybe Patron PIN):
    a. X # of tries before locked out (probably 3)
    b. Locked for X minutes (probably 5)
    c. PIN expiration date (probably annually)
4) Staff Logins different Format?

As soon as we turn on PIN Policy, passwords/PINs will become case sensitive. There are about 250 active patrons who have alphanumeric pins. These might break and may need to be changed.

Patrons can change their PINS online by clicking on the "Forgot your PIN?" link when logging into the Catalog (which we will edit to "Change/Forgot PIN?" before we go live on new PINs).

Query: Should we send a blanket email to patrons explaining PINS will be

a) expiring;
b) changing format;
c) encrypted so staff won't be able to see
d) resettable by going to the catalog