

# What we talk about when we talk about scams.

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For librarians who want to have "the talk" with their patrons.

*<https://librarian.net/talks/scams/>*

# Advice for librarians

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...goes here.



# 7

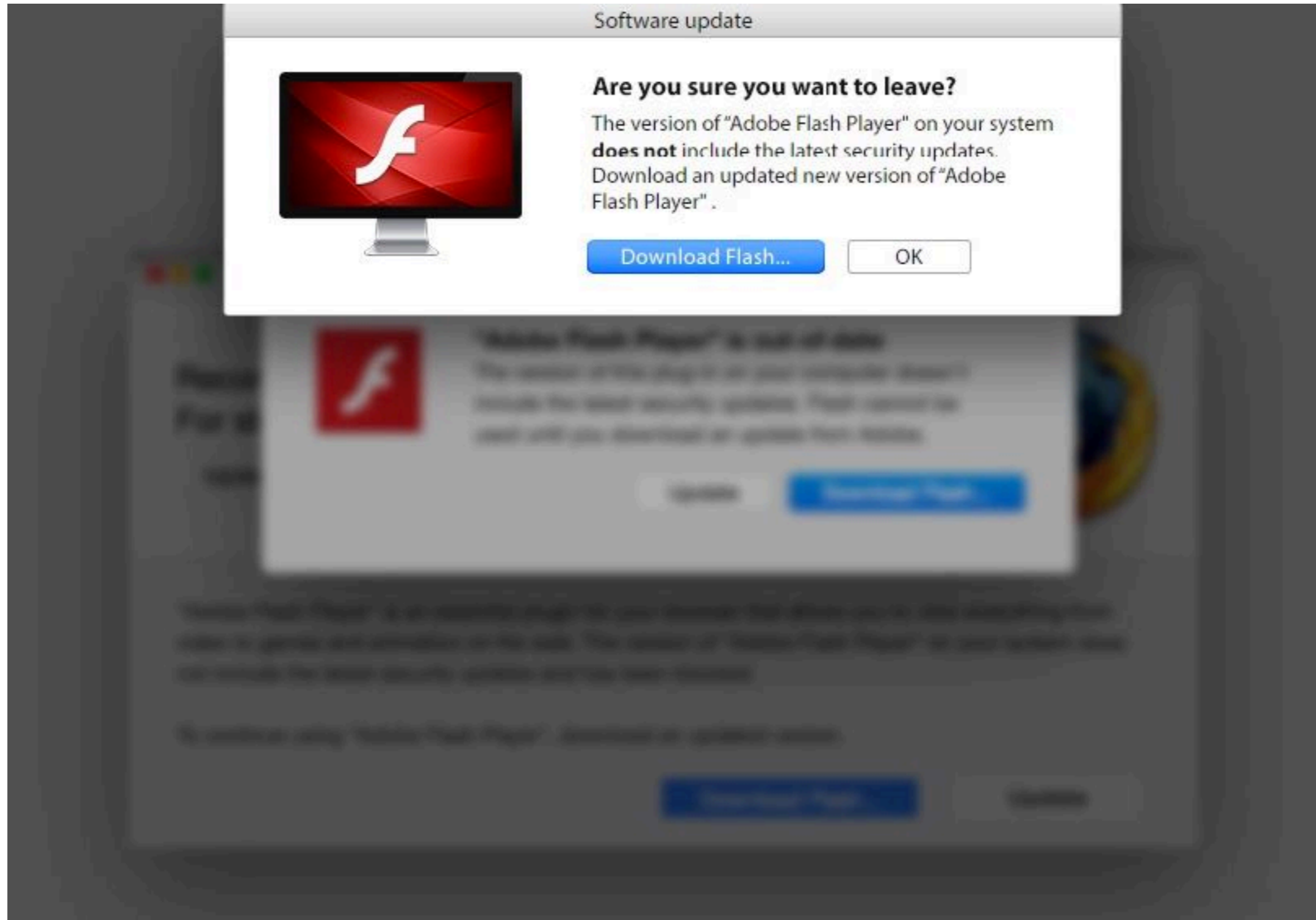
# Scams!

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Common scams and  
how not to fall for them.

# This happens to everyone.

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# Advice for librarians

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Assure people: they are not doing things wrong. These things are confusing and while you can't stop them from happening (truly) you can help people not fall prey to them.

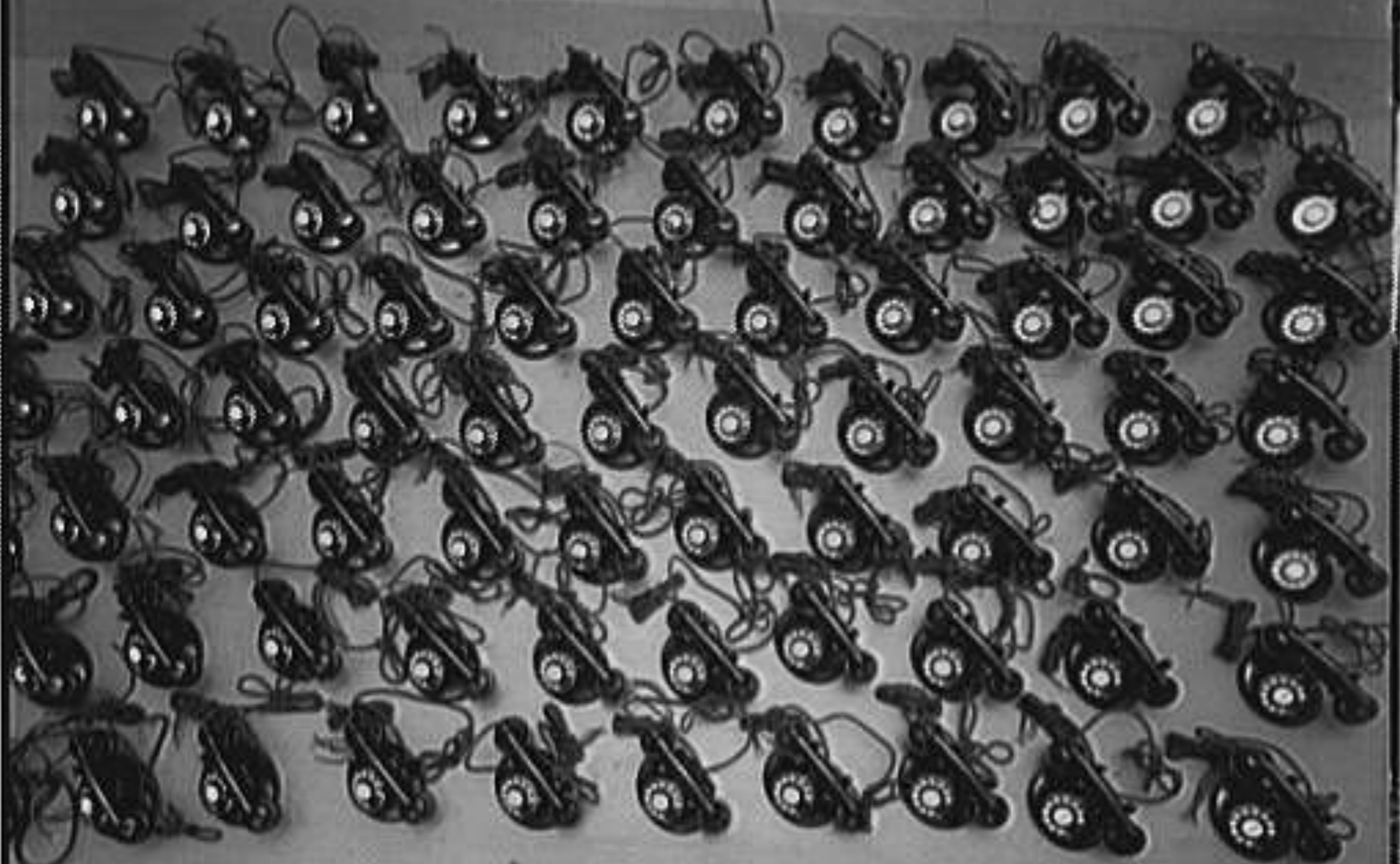


**1**

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**IRS calls, threatens  
arrest, requests \$ or  
gift cards.**





# Advice for librarians

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Make sure people understand things like the ability to fake caller ID and "calling from" location. Calling the person back at a number YOU look up is a good compromise.





**2**

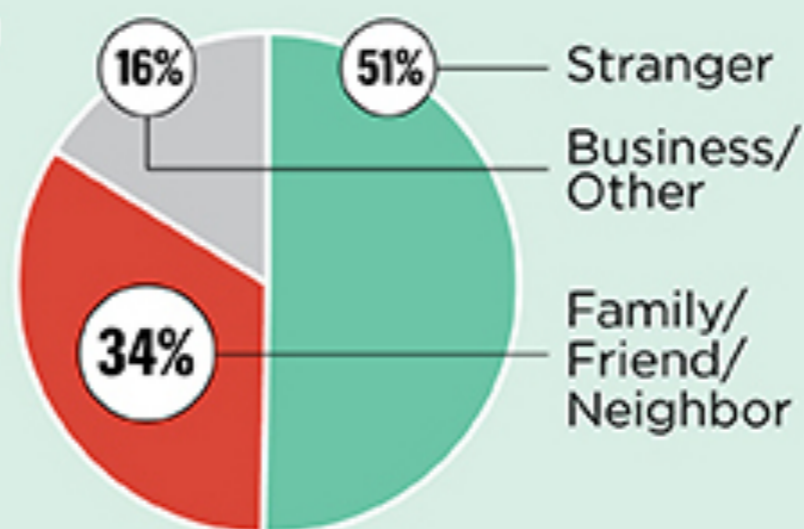
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**Family member  
traveling, needs  
money NOW.**

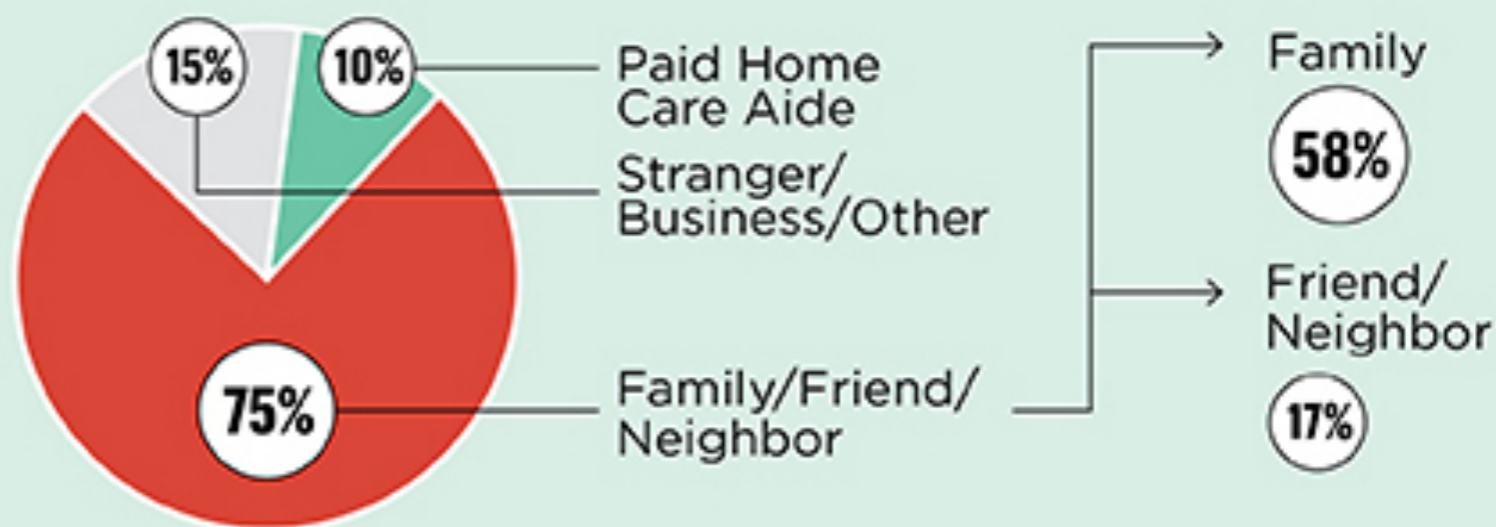
# WHO RAIDED OUR SAVINGS?

Strangers, sure, but family and friends are the more likely culprits

## Perception WHO COMMITS FRAUD IN MEDIA REPORTS



## Reality WHO ACTUALLY COMMITS FRAUD



# Advice for librarians

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Facebook is fallible.  
Bad phone connections are part of this scam. Ask for a piece of information only a relative would know, or have them contact you another way.



**3**

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**Facebook friend  
"refriends" you &  
sends weird links or  
comments.**





**Jane Dysart**



Using Messenger without  
Facebook

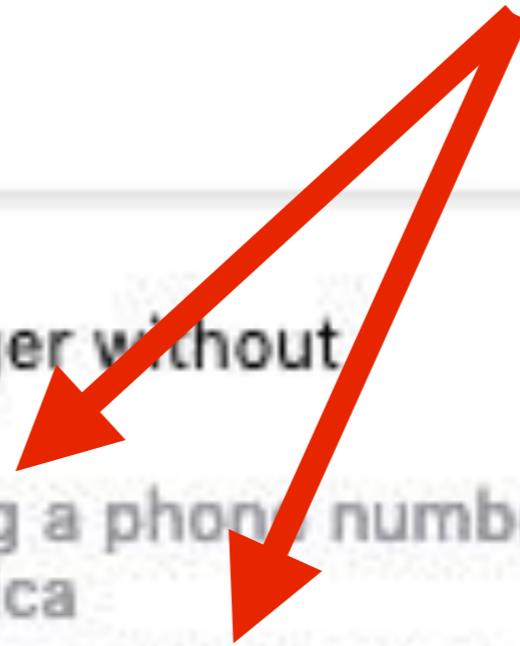
Logged in using a phone number  
from South Africa

Account was recently created

JAN 11, 2019, 1:19 PM



Hello there, How was  
your day today.



# Advice for librarians

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Be careful slagging Facebook but teach people how to use their tools. Show them how to search and how to report bad actors.



**4**

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***"I know what you do online."*** with a past password as 'proof.'





# Advice for librarians

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Don't assume this is just a scam for younger people. This is a change to talk about strong passwords and why not to reuse them. Once people know these are common, they're less scary.



**5**

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**Your computer is  
infected, call us now!**



Ad Offers by GamesChill

???

 247PC.Support

 (855) 572-8492

 Call Now ▶

## Need Help with Malwarebytes Products?

- Installation of Malwarebytes Antivirus
- Upgrade & Renewal of Malwarebytes Antivirus
- Manage Subscription Services
- Virus/Malware Removal
- Economical Yearly Plans



 **INSTANT**  
Online solution

 **24\*7**  
Tech support

 **EXPERT**  
Certified tech

 **98%**  
Resolution rate

[LEARN MORE](#)

complete, click "Finish" to close the Setup Wizard.

 iOS



# Advice for librarians

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Never call a phone number in a pop-up. Show people how to use a different browser and check their add-ons or extensions.





**6**

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**Love interests in  
other countries who  
need money.**

# More Lonely Vermonters Are Falling for Relationship Scams

By **KATIE JICKLING** @KATIEJ7D



# Advice for librarians

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Stress that part of getting scammed is (sometimes) not listening to friends and family who say "It's a scam" and this is its own warning sign. Have people you trust to help you.





**7**

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**General email faking  
and nonsense.**

- Archive
- Spam**
- Trash
- Less
- Views Show
- Folders Hide
- + New Folder
- cahsee
- eff
- forest
- forwards 1
- google
- paypal
- ref

# USPS.COM

en-US

**We've got a new message for you**

Not possible to make delivery

**More information**

Sign in and get started!

<http://www.usps.com/>

Forgot your password? Reset it here.

<https://reg.usps.com/forgot>

[USPS.com](#) | [Privacy Policy](#) | [Customer Se](#)

This is an automated email please do not reply to recipient only and may contain privileged, proprietary information. If you received it in error, please delete. Any other use is prohibited.

Reply, Reply All or Forward

Send



[lunwith.com/sophoclesl.html](http://lunwith.com/sophoclesl.html)

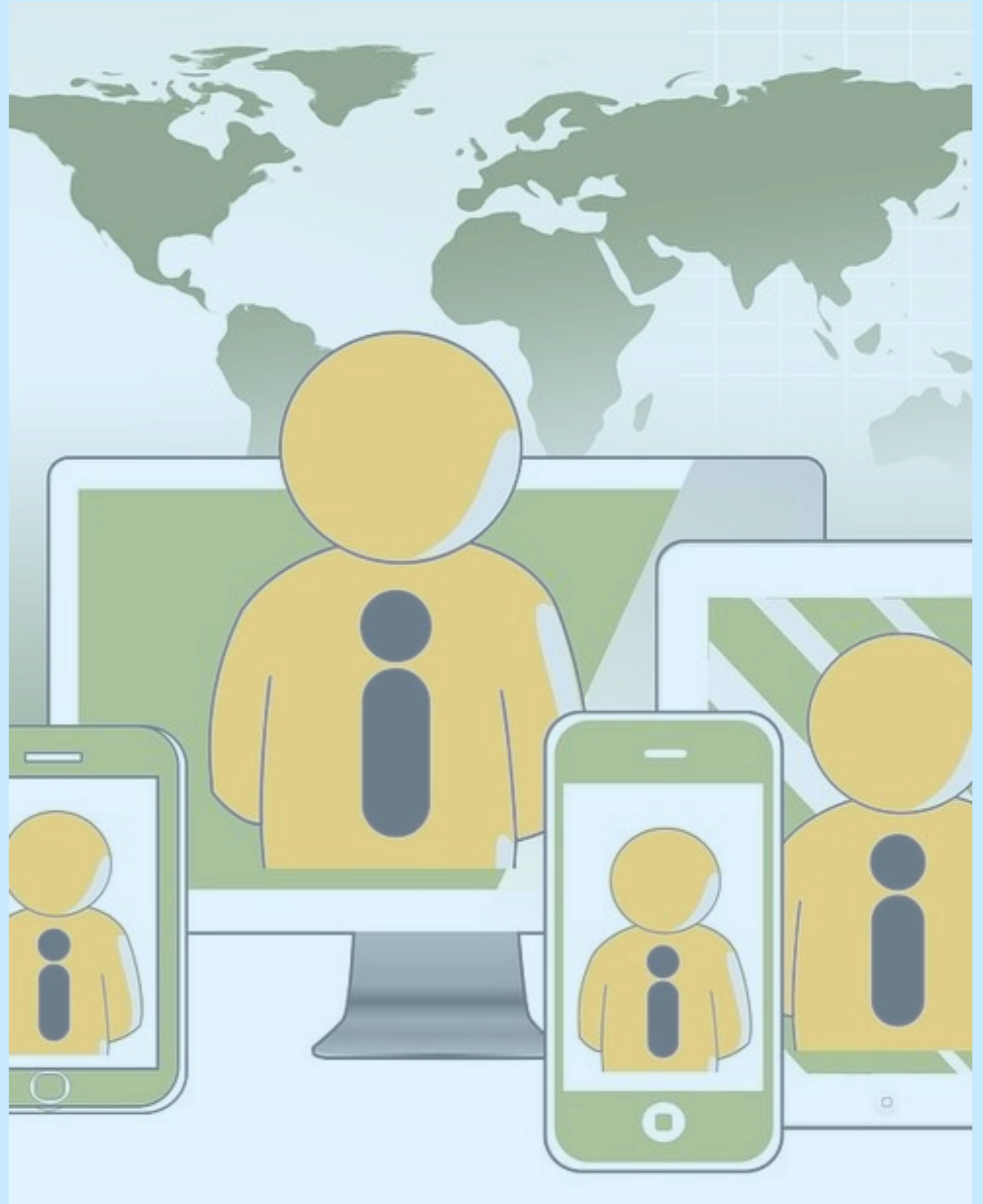
**Where does this link go?**

# Advice for librarians

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People with better tech literacy don't fall for scams as much.

Understanding phones, facebook, and email can help people use them as tools, not see them as vectors for danger.





# Some vocabulary

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- Phishing
- Malware
- "Joe job"
- Ransomware
- Spam

# Similarities

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1. Sense of urgency
2. Odd payment requests
3. Voice/images of authority
4. Playing on emotions/fears

# General guidelines

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- Call back any institution using a phone number you look up yourself.
- Be careful looking up tech support numbers.
- No legitimate business gets paid in gift cards or money orders.
- The IRS never calls you. Neither does social security or tech support.



# **For your computer or phone**

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- Know that phone numbers, email addresses, and Facebook accounts can be spoofed.
- Get to know your antivirus software and how it alerts you to problems.
- Do your software updates regularly, including Flash.
- **When in doubt, turn it off and on again.**

# **Not sure? Feel free to ask...**

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- Your bank
- Your Library
- Local police
- Me!

***jessamyn@gmail.com***

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**What questions do  
you have?**

