Health and Safety Perceptions of Biometric Devices

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Mary Theofanos
Computer Scientist
301 975-5889
mary.theofanos@nist.gov
What are the user perceptions of the health risk?

In a Usability Study last summer of 300 participants collecting 10-prints:

- 2% of participants expressed concern about germs or health affects and touching the scanner
- Comments included:

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What does this mean operationally?

An observation from US-VISIT:
What influences the user perceptions?

Research has shown that the following characteristics affect user perception:

- Tactile feedback
- Duration of contact
- Usage versus utilization
- Voluntary versus involuntary
Tactile Feedback

Glass and metal surfaces are perceived to be sticky

Versus

Hard matte textured plastic surfaces
Duration of Contact

Push the button and release

Must maintain contact for a few seconds
Usage versus Utilization

Pushing a button is secondary to the task

Placing hand on scanner is the primary task
Voluntary versus Involuntary

Must touch the device
You have no alternative
Can’t wear gloves
Can’t use elbow or pencil
No available US guidelines for maintaining surfaces

- Occupational Safety and Health Administration (OSHA)
- National Institute for Occupational Safety and Health (NIOSH)
- Centers for Disease Control and Prevention (CDC)
  - Outbreak Prevention and Response Protocol--Handwashing Guidelines