

Library Patron Privacy Inventory

Circulation and Borrower Records

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Patron library card application	Paper Electronic	<ul style="list-style-type: none"> • Name • Mailing address • Telephone no. • Driver's license # or student ID • Date of birth • Pin number • Email address • Signature, or name of parent or guardian and signature 	Circulation desk	Circulation desk staff	Library card applications are retained for up to one week after which they are shredded.
Patron database	Electronic	<ul style="list-style-type: none"> • Name • Address, Address 2 • Telephone, Telephone 2 • Unique ID Number • Message • Internal Note • Barcode • E-mail Address • In Care Of • Company • Registration date • Parent/Guardian • PIN • Expiration Date • Patron code 1, 2, and 3 • Patron Type • Total Checkouts • Total Renewals • Current Checkouts • Birth Date • Home Library • Patron Message • Manual Block • Claims Returned 	Millennium database	IT staff; Library staff logged on to Millenium (all data <u>except</u> PIN and preferred searches)	<p>While active:</p> <ul style="list-style-type: none"> • Link between patron record and item record is severed once the item is returned. • Overdues and owed fines records kept until paid; then for 3 years in finance. • Unpaid item records deleted after 3 years. <p>Inactive patron records are deleted annually.</p>

* P = paper E = electronic T = telephone

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
		<ul style="list-style-type: none"> • Money Owed • Books • Videos/DVD • ILL Request • CDs • Audio Books • CIRCACTIVE • Notice Preference • Primary Language 			
Library notices:	Paper Electronic Telephone	<ul style="list-style-type: none"> • Patron email address • Patron home address • Patron barcode • Title of item; call number, barcode • Due date; branch; check-out date • Overdue amount, replacement cost, total charges 	Data is located in Millennium database. Notices are sent to patron. IT Division and mailing service, (Direct Mail Center, (DMC) receive copies. Finance Office receives billing information.	Library staff logged on to Millennium IT Division DMC Patron Finance Office	IT staff deletes files in sent and in box folders in 24 hours or upon delivery of the next day's files. IT Systems Manager will retain files for diagnostic purposes for six months. DMC discards data after 24-hours. Finance Office keeps billing information for 3 years (as per Public Library Retention & Destruction Policy). Teleforms history is kept for 10 days. Finance Office does not receive billing information nor invoices for lost items.
Holds notice	Paper Electronic	See library notices			
Cancelled reserve	Paper Electronic	See library notices			
Overdue Billing	Paper	See library notices			
Held item	Paper Electronic Telephone	See library notices			
Overdue notice	Paper Electronic	See library notices			
Courtesy Due Notice (email)	Electronic	See library notices			
Holds wrapper	Paper	<ul style="list-style-type: none"> • Patron barcode • Patron last name, first 4 letters of first name • Item barcode 	Paper wrapped on book spine in holds pickup area; or behind circ desk	Public; library staff	Until item is retrieved and checked-out by patron, or hold expires. Patron may request to have all reserves placed behind the staff desk for pick-up.

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
		<ul style="list-style-type: none"> Expiration date 			
Receipt for item checked out	Paper	<ul style="list-style-type: none"> Item title; item barcode Date of transaction and date due Patron's barcode Branch 	Generated at checkout station	Patron	Patron Discretion
Receipt for item renewed	Paper	<ul style="list-style-type: none"> Item title; item barcode Date of transaction and date due Patron's barcode Branch 	Generated at checkout station	Patron	Patron Discretion
Clear Hold Shelf notice	Paper	<ul style="list-style-type: none"> Patron name Item title, call number, barcode Date hold placed; date hold expired Location of item (shelf) 	Printed for library staff	Library staff working on hold shelf	Holds lists are processed and shredded within 24 hours after they are issued.
Cancelled holds	Electronic	<ul style="list-style-type: none"> Patron name Date cancelled Item title, barcode Branch lodging 	Millennium server; not sent to patrons	Library staff logged in to Millennium	Data is stored in database for 30 days from the time the hold is cancelled then automatically purged.
Fines summary	Paper Electronic	<ul style="list-style-type: none"> INVOICE CHARGE TYPE CALL NUMBER AUTHOR BARCODE TITLE CHARGE LOCATION STATISTICS GROUP CHECKOUT DATE DUE DATE ASSESSED DATE DATE PAID PAYMENT STATUS INITIALS ITEM CHARGE PROCESSING FEE BILLING FEE 	Millennium server	Library staff logged in to Millennium Finance Office staff	Documents with patron information, fines notices, lost and paid receipts, are shredded after 12 months. Cash reports, cash receipts, and payment documents are retained for five years after applicable fiscal year; three years onsite and two off site (per Public Library Record Retention & Destruction Policy).

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
		<ul style="list-style-type: none"> TOTAL PREVIOUS PAID AMOUNT PAID AMOUNT DUE 			
ILL transactions via OCLC	Electronic	<ul style="list-style-type: none"> Patron barcode PIN Item author, title, etc. 	Millennium server;	Library staff logged on to Millennium;	Data is deleted when the transaction is completed.
Link+	Electronic Paper	<ul style="list-style-type: none"> Patron barcode PIN Item author, title, etc 	Millennium server;	Library staff logged on to Millennium;	Data is deleted when the transaction is completed; some paper ILL records are kept for statistical purposes.

OPAC and System Services

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
"My Millennium" settings	Electronic	Circulation activities: holds, renewals, preferred searches	Millennium server	Personalized information, such as PIN, preferred searches, limited to Patron	Data is deleted with patron data when inactive patron records are purged annually.
Offline Backups	Electronic	All data files	Locked staff area	IT staff	Tapes are rotated weekly.

Reference Services

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Reference queries by email	Electronic	<ul style="list-style-type: none"> Email address + (optional) Name Fax # Library card # 	Library email system	Reference services staff	Data is purged after 60 days; library public services departments retain information for reference purposes by topic for maximum two years before shredding.
Ask now	Electronic	<ul style="list-style-type: none"> Name City Email (optional) 	QuestionPoint server	Staff member onsite or at participating library who answers question.	See privacy policy at http://www.asknow.org/mix/privacy.cfm

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Telephone and face-to-face reference	Electronic	<ul style="list-style-type: none"> • Query • Contact information 	At reference desk	Librarian(s) who provides service.	Data is discarded when question is answered.

Library Web Site

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Web server logs	Electronic	<ul style="list-style-type: none"> • Filename in each request to server • Originating IP address • Requesting browser type • HTTP status • Date and time 	Web server computer	IT staff	Data is purged automatically as disk space becomes inadequate. Could be retained 6 months or more.
Suggest a title	Electronic	<ul style="list-style-type: none"> • Patron's name • Title suggested 	Via email to a collection development committee of librarians	Members of the committee	Records are kept 1 week to 4 months depending on selector to whom the suggestion is referred.

Reader Services

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Children's Summer Reading	Paper	<ul style="list-style-type: none"> • Name • School • Age • Email (optional) • Emergency contact (volunteers only) 	Librarian's desk, or at the reading table	Library staff and dedicated volunteers	Data is shredded 60 days following close of Program.
Children's programming	Paper	Teacher's name, number of students	Librarian's desk	Library staff	Data is discarded at end of each month.

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Kid Power volunteer		<ul style="list-style-type: none"> Name Address Phone Parent name Age School Emergency contact 	File in librarian's desk or other nonpublic locations	Library staff	Data is shredded at end of 12 months.
Teen Summer reading	Paper Electronic	<ul style="list-style-type: none"> Name Patron barcode Address Phone Age School Email (optional) 	Database on Library staff intranet; aper sign up cards at librarians' desks	Library staff	Paper forms are shredded and online forms/data are deleted after 12 months.
Teen services, programming	Paper Electronic	<ul style="list-style-type: none"> Name Email or IM id sometimes: <ul style="list-style-type: none"> Age Grade School 	Librarians' computer or desk	Teen librarian	Paper forms are shredded and online forms/data are deleted after 12 months.
Project Read	Paper Electronic	<ul style="list-style-type: none"> Name, address, phone Goals Survey response Writing sample 	Staff only area.	Project Read Staff	Paper files shredded and database purged after 15 years.
ADA computers	Paper Electronic	<ul style="list-style-type: none"> Name, phone #, date Nature of disability "How do you want to use the equipment?" 	Database on Library staff intranet (name only) Binder at Access Services Manager's desk.	Library staff	Data is retained for ongoing communication as long as user is active. Users are contacted annually for updates. Inactive user data is removed and shredded.
Deaf video phone service	Paper	<ul style="list-style-type: none"> Name 	Service Desk	Library staff	Data is shredded daily.
Library for the Blind	Electronic	<ul style="list-style-type: none"> Name, address, phone number Preferences and exclusions Patron date of birth, gender, 	National Library Service/Library of Congress database	Blind Services staff (secured by individual passwords)	Data is retained in National Library Service database throughout life of the individual.

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
		library status <ul style="list-style-type: none"> • Service information, service types 			
Friends for Life	Paper	<ul style="list-style-type: none"> • Name, address, phone • Email (optional) • CDL # • DoB • Disability verification or Health care provider • How does disability prevent you from using library services? • Designated borrower • Signature 	In Access Services Manager's office; limited data retained in Friends for Library librarian's desk	Access Services Manager and librarians	Users are contacted annually for updates. Inactive user data is removed and shredded.
Book clubs	Paper Electronic	<ul style="list-style-type: none"> • Name • Phone number • Age • School • Email 	Librarians' desks and/or email accounts	Volunteers and other book club members may have access	Contact information may be retained at patron request for use in further communication about library programs.; otherwise, all data is shredded at conclusion of program. .

Public Workstations

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Sign-up sheets (branches); "Express" use machines	Paper	First name: 12 branches Time: 6 branches (still asked?)	Librarian's desk, or a public area	Library staff and patrons	Sign-up sheets are shredded at the end of each day.
Telus automated reservation system	Electronic	Patron barcode/PIN Workstation number	Computer room	IT staff	Data is deleted 24 hours after assigned time
Browser cache and history	Electronic	<ul style="list-style-type: none"> • Browser cache • Browser history • Temporary Internet files • Auto-complete information 	Local public PC only	Access only if PC has not been logged off.	Reboot is automatic when time has expired.

Remote & Licensed Services

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Licensed databases	Electronic	Aggregate demographic information; Where personalization is available, users may supply name, email, and may store queries or results.	Vendor server	Vendor	Data is protected by confidentiality clauses in vendor contracts.
EZ Proxy	Electronic	URLs accessed via the proxy server; no patron data retained.	SFPL computer room.	IT staff	Data is purged automatically as disk space becomes inadequate. Could be retained 6 months or more.

Meeting Rooms

Data	Format	What data is recorded?	Where is it located?	Who has access?	How Long is Data Kept?
Request for use	Paper Electronic	<ul style="list-style-type: none"> • Date, time, and location requested • Purpose of meeting • Name and description of group • Name, address, and phone number of primary contact person • Name, address, and phone number of authorized contact person • WebEvent System • Group name • Primary contact person • Event description 	Paper to Public Affairs Office Online in WebEvent System	Public Affairs Staff WebEvent is on public web	Public Affairs office: 2 years WebEvent: deleted monthly
Billing for Meeting Rooms	Paper	<ul style="list-style-type: none"> • Name and address of person reserving room • Services being billed, with prices and total 	1) Finance Office 2) Public Affairs office 3) copy mailed to user	Finance Office staff; Public Affairs Office staff	Finance department retains data for 3 years onsite, 2 years offsite; Public Affairs office retains data for 2 years