Information Retention Table

Approved April 2003
Reviewed July 2007
Revised July 2008, July 2011, July 2012, July 2013, Sept. 2014, July 2016

"Information Retention Table reviewed July 2016, by Jeffrey Pike, confirmed all tasks as undertaken and ongoing or completed."

Information	Purpose	Exposure	Retention	Recommend	Impact
Circulation					
Library card applications	To keep patron data on hand.	Name, address, phone #, e-mail address, PIN, birth date	Library card applications are discarded after computer data entry is completed, as recommended	Discard application cards once computer data entry is complete.	
Last two patrons who checked out an item	Track damage as reported by next person checking out item.	All patron data	Until item is checked out by 3rd subsequent person. Jeff has verified that there is no additional data retained in the system database beyond what is necessary to do the above.	Cannot delete information when item is returned. The program retains the record of the last two patrons who checked out an item.	.

Information	Purpose	Exposure	Retention	Recommend	Impact
ILL holds	To track when we returned an item to the lending library.		Out-of-Network Interlibrary Loan request info is kept for 3 months so we know when the item was returned. We delete the item from Circulation Records but we keep the paperwork		
ILL circulation	To know which patron has a book we have requested from an out-of-network library, and to know which library has borrowed our item.		Until the item is returned by our patron or until the library to which we have loaned an item has returned it.		
The computer system indicates whether a patron is blocked from checking out items.	Patrons receive block status if they have a fee or fine balance of $20 or more, or have 20 or more items checked out and overdue.		Until the patron's balance is reduced below $20 or fewer than 20 items are overdue.		

Information	Purpose	Exposure	Retention	Recommend	Impact
Request for Review of Library Material form	Asks staff to review material as a result of formal complaint by a patron.	Patron's name and contact information	Permanent.		

Information	Purpose	Exposure	Retention	Recommend	Impact
Patron Computer Usage					
Computer sign-up sheet	Allow librarian to know how much time patron has been using a computer and to estimate when another will become available.		Internet signup sheets are discarded monthly.	Discard daily.	
Computer cookies which contain date and time and may contain name or other patron-specific information. There is no indication given when a cookie is created.	Generated and used by Web sites to identify repeat visitors, to facilitate logon process, to track purchases, and for other, potentially nefarious, purposes.	Since cookies are created on a per station basis, no specific patron information is recorded, but dates, times, Web sites and, for some sites, login information are.	All PCs used by patrons are re-booted daily.	7/27/12 - Deep Freeze has been replaced with group policies that do what Deep Freeze did, deleting patron data on reboot. 8/12/04 – Patrons have not been given that option explicitly, but staff do reboot computers if asked. 7/27/12 – Patrons have that option. There is a shortcut on each computer's desktop, and labeled as such, that patrons can double-click to restart the computers	Visitors to sites requiring a login will have to retype login information when re-visiting those sites. Since cookies are created on a per-station basis, not a per-patron basis, patrons have to re-type this information anyway. Allowing patrons to reboot means we will have to change workstation control and security procedures.

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Formal ID presentation by non-GPL cardholder for computer use.	To verify that the person is who he or she says she is. Required only of adults.	Person's name 8/12/04 – This requirement has been dropped. Patrons are asked only for their first names.	Name is retained on signup sheets.	Don't put name on signup sheet. Simply indicate use for statistics gathering purposes.	
Patron files on general use computers	Allow patrons to use computers for word processing, spreadsheets etc.	Patron files may be left on our systems. Temporary files may be created by programs. Patrons and staff may be unaware of the existence and location of these temporary files	Deleted when a computer is rebooted.	Recommend patrons save their work on a personal USB drive or web account and delete any files left on the PC's daily. 7/17/07 - …Deep Freeze… 7/27/12 – Deep Freeze replaced with group policies that accomplish the same thing.	
Children's, YA, & Adult Summer / Winter Reading Program signup	Contains name, phone number, and grade (if applicable)		7/27/12 – Online signup information in Library Insight deleted annually.		

Information	Purpose	Exposure	Retention	Recommend	Impact
Children's Program signup sheets	Allocate limited slots for programs	Contains name, age and phone number of children	7/27/12 – Online signup information in Library Insight deleted annually.		
Room Use and Programs					
Room use applications	Allow patrons to reserve a meeting room. Paper forms and online.	Contact information, details about the meeting or event, requested date(s), etc.	Permanent		
Program sign-up sheets	Allow patrons to register in advance for an event.	Name, telephone number, e-mail address	All signups are done online through Library Insight and are deleted after 90 days.		
Art exhibit comment book	Give art show attendees a place to register comments about the show and gallery.	Name, comment	Permanent		

Gifts and Giving					
Information	**Purpose**	**Exposure**	**Retention**	**Recommend**	**Impact**
Endowment records	To provide a database of donors and their giving histories, and to send newsletters, and contact during upcoming campaigns.	Includes complete names, addresses and other contact information. Includes complete giving history. Includes records of individuals who have requested anonymity	Permanent		
Donations which are physical gifts	To acknowledge a gift.	Gift books often carry a plate with the name of the person who gave the book, or his or her child.	Permanent, or until the item is withdrawn.		

General Communications					
Information	**Purpose**	**Exposure**	**Retention**	**Recommend**	**Impact**
Staff interoffice e-mail	No purpose, Microsoft Outlook automatically saves copies of all sent e-mails. Staff save received e-mail as they choose	E-mail addresses of correspondents, dates and times sent or received, subject matter discussed.	Microsoft Outlook permanently retains sent e-mails on all staff pcs. It automatically archives emails older than a user-specified number of days (14 by default). The archive file must be opened to see them Most staff choose to permanently retain some received e-mail.		
Request for information from reference desk via e-mail	Saved until reply sent	E-mail conversations are retained by the GPL reference computers	Kept until the reference librarian decides no longer needed We routinely delete reference question emails once the request has been addressed.	Delete all Inbox and Sent Mail e-mails a week of inactivity	

Information	Purpose	Exposure	Retention	Recommend	Impact
GPL telephone records	Sent by telephone company in form of a bill	This probably cannot be protected because the FBI could obtain this information from other sources	Several years		
GPL voicemail	Patrons to leave messages for Staff when GPL is closed, or to facilitate communicatio n between staff who do not always work at the same times	Discussions between patrons and staff or staff and staff about any issues, policies, concerns, questions, etc.	Deleted after retrieved		
Wireless network transmissions	Extend Internet service to patrons	FBI could capture ongoing wireless transmission s	Ephemeral	Patrons using the GPL wireless network are responsible for shielding and encrypting their own electronic equipment	
General intranet traffic			Ephemeral and generally shielded by firewalls		

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Reference questions via e-mail			We routinely delete reference question emails after handling and keep a copy of the reply (which contains the original email) until no longer relevant		
Bulletin Board Postings	Various.	In cases of private services offered, person's name, telephone number, and sometimes e-mail address.	Discarded when removed.		

Lost and Found					
Information	**Purpose**	**Exposure**	**Retention**	**Recommend**	**Impact**
Whenever a patron leaves something of possible importance or clearly identifiable as belonging to them, we hold on to it at each floor's main service desk while we try to contact the person. Reference also holds testing materials for exams that we will be proctoring (these have the person's name on them).	To be able to return belongings to patrons.	Personal patron information.	Days to months.		
E-Resources					
Includes: Freegal, OverDrive, Safari Tech Books Online, TumbleBooks Library, Consumer Reports, and Pronunciator	Required by vendors for patron authenticatio n, privacy, and, potentially, marketing outreach.	Patrons must create accounts, supplying, variously, names, library card numbers, PINs, e-mail addresses, user names, passwords. Services may keep loan history.	Permanent or until patrons delete their accounts.		

Information	Purpose	Exposure	Retention	Recommend	Impact
Library document station					
The library document station is used by patrons to scan documents and save them to a USB drive, fax them, email them, print them, or upload them to a cloud storage site.	Public scanning and/or faxing	Per the vendor, the document station keeps no patron information. The Web-based management interface reports only statistics, no personal information. The Ref. desk email account info@gpl.org receives receipts of faxes sent which include the institution name and fax number to which the fax was sent. The reference email account also receives notification of emails sent which failed; these contain the email address of the intended recipient.	Emails notifications from the document station received at the reference desk are routinely deleted as they are received.	Continue to delete the emails received at the reference desk when they are received.	