San Francisco Public Library Privacy Audit

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Chief of Information Technology

California Library Association November 16, 2008

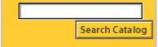


SFPL Privacy Policy

http://sfpl.org/librarylocations/libcomm/privacy061704.htm



- · Hours & Phone Numbers
- Main
- Branches
- Meeting Rooms
- · Kids
- Teens



Policy Statement:

The San Francisco Public Library champions the protection of personal privacy. Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library. This policy affirms the Library's commitment to privacy, explains the information that the Library collects, and alerts visitors to Library facilities and users of remotely accessed Library services to the privacy choices they face.

General

- The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal state and local law, including the California Public Records Act ([1]), the San Francisco S unshine Ordinance ([2]), and the USA PATRIOT Act([3]).
- To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
- Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
- Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

SFPL Privacy Policy categories

The Library's Privacy Policy addresses 32 items in the following categories:

- General
- Library Cards and Circulation Records
- Radio Frequency Identification (RFID)
- Public Computer Use and the Library's Online System
- Email, Web Forms, and Reference Questions
- Information Automatically Collected and Stored
- Links to Other Sites
- Network Security
- Working with Law Enforcement
- Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

SFPL Privacy Audit Consultant



Scope of Work

- Review Library's privacy policy
- Design the audit process
- Prepare worksheets
- Compile and analyze the information and report results and recommendations
- Design training for SFPL staff

Data Collection

- What information is gathered and stored?
- Who has access to the data?
- What are the retention rules for each record?
- Are all data elements necessary to perform the service?
- Are users adequately informed about data use?

Records Storage

- Circulation and borrower records
- Library database and system
- Reference services
- Library web site
- Reader services
- Public computer workstations
- Remote and licensed services
- Meeting room use

| Library | Data | Audit | Form |
|---------|------|-------|-------------|
|---------|------|-------|-------------|

Reporter: G Kelly Date: March, 2007

General Area: Reference Services System or service:

Telephone and Face-to-Face Reference

Description:

More information is available at: http://staffnet/Refnet/refmanual/telephone.htm (accessed February 28, 2007)

Data recorded:

Reference librarians generally jot down on a scrap of paper:

- Query
- Contact information (name and phone number)

Location of data:

At the reference desk or with the reference librarian elsewhere.

Access:

Limited to the librarian who takes the call, although other librarians may be consulted. At the main library, phone reference calls are screened by the Telephone Information Program and then referred to appropriate department.

Retention:

Discarded once question is answered, usually within minutes or hours.

Comments:

Library Data Audit Form

Reporter: M Hoffman Date: February, 2007

General Area: Millennium & System Services

System or service:

Offline Backups

Description:

A full system backup is performed on the Innovative Millennium ILS every night.

Data recorded:

The backup includes all data files and index files for the ILS.

Location of data:

Tapes are kept in the IT office and at 190 9th Street. The most recent tape is transported to the 190 9th Street facility every day and swapped for the previous day's tape.

Access:

The tapes are maintained by IT personnel and kept in locked, secured spaces in both locations.

Retention:

The tapes are rotated weekly.

Comments:



San Francisco Public Library

LIBRARY CARD APPLICATION

Photo identification and proof of address are required for all registrations. If you are 12 years of age or under, your parent/guardian must sign the application form.

| Last Name | First Name | | Middle | | |
|---|--|--|---|--|--|
| | | | | | |
| Mailing Address | 9 | | Apt. # | | |
| | | | | | |
| City | County | State | ZIP Code | | |
| Residence Address (if different from above) | | | Apt. # | | |
| Dity | County | State | ZIP Code | | |
| Telephone 1 | Telephone 2 | | | | |
| Driver License/ID | Student ID | | | | |
| Date of Birth Month Day Year | Age (circle one) 0- | -12 years 13–17 | 18–64 65 and over | | |
| (Choose a 4-digit number) | | | | | |
| E-mail | | | , | | |
| (Only include if you wish to receive library | y notices by e-mail instead | | | | |
| agree to abide by library rules and to pay for a accumulated on this card. I understand I am re Failure to do so will result in my being held liab agree to inform the Library of any street address | any loss of, or damage to l sponsible for notifying the ble for materials on this ca | ibrary materials and t Library in case of loa ard and for fines incu | ss or theft of this card. rred on the card. I also | | |
| Your Signature | | | | | |
| Signature of Parent/Guardian | | Print Name | | | |

Agency _____

SFPL - 304 rev. 1/06

Type: JV YA AD SR ST BU RC VC

PID# 21223 _____

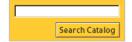
Ask A Question

· Library Catalog
· Articles & Databases
· SFPL Research Tools
· eBooks & eAudio
· Kids
· Teens
· Search Our Site

· Library will r
short, factual results
within 24 hours.

Articles & Databases
- SFPL Research Tools
- SFPL Research Tools
- STPL Research Tools
-

Questions are forwarded to librarians and most responses are sent within 24 hours.



You can include a fax number for requests that may require photocopying information for you so that we can respond in the most efficient manner.

| Name: [optional] | |
|--|--------------------------|
| Fax Number: [optional] () | |
| Email Address: [required for response] | |
| Library Card: [optional] | (example: 21223123456789 |

Please enter your question in the box below. Please be as specific as possible. Tell us about any information you have already found and where you searched so we don't duplicate your efforts.

| Question | [required] |
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#281 02-15-2007 3:49PM Item(s) checked out to p

TITLE: UNCATALOGED VIDEOS BARCODE: 31223057904139 DUE DATE: 02-22-07

Parkside Branch Library Renew by phone 557-4511 or www.sfpl.org

> #281 02-15-2007 3:46PM Item(s) checked out to patron

TITLE: What's up, Tiger Lily? [videoreco BARCODE: 31223068698050 DUE DATE: 02-22-07

Parkside Branch Library Renew by phone 557-4511 or www.sfpl.org

Recommendations

- Make the library's privacy policy more visible to users
- Develop policies for data gathering and retention for ad hoc activities
- Pay attention to data that identifies under-age patrons or other special populations
- Identify areas where the audit showed procedures need to come in compliance with the stated policy
- Define lapsed library card holders
- Develop plan for continuing education for staff
- Pay attention to new channels of communication
- Designate a Privacy Officer

Library Patron Privacy Inventory

http://sfpl.org/librarylocations/libcomm/pdfs/privacyinventory.pdf

San Francisco Public Library, 1/2/2008

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 | 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 | 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 except PIN and preferred searches) | While active: • 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. Inactive patron records are deleted annually. |

^{*} P = paper E = electronic T = telephone

Further Questions?

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Thank You

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