

APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED

Series Title	Information Held	Total Retention (<i>numbers represent years unless stated otherwise</i>)
Archival – Donor files	These files document the donation of materials to an archival collection. They may include a signed deed of gift, any correspondence pertaining to the donation, a list of the contents of the collection, and donor contact information.	PERM
Benefactors book	This book may be used for public display in the library and includes (with permission) the names of people/groups/organizations that have made donations to the library as well as the name of the community where they reside.	PERM
Collection agency forms and reports	These forms and reports document cases of long overdue or lost materials and/or unpaid fines or fees. The form and report contains the name of the patron, patron card number, name of parent/legal guardian (if appropriate), address, phone number, item information (title/author), date billed and amount billed.	CONFIDENTIAL ACT + 6 (as per NB Limitation of Actions Act) ACT = when report is sent to the collection agency
Compliments / complaints / suggestions	These files document compliments, complaints and suggestions received and actions taken concerning any aspect of the library or its services or staff.	ACT + 5 ACT = date of completion if action taken
Computer use schedules	These sign-up lists for use of computer terminals may include a name, library card number, start time, and the	CONFIDENTIAL EVT + 30 days

Key to retention periods:

ACT = means active while the record is being used on a regular basis.

CR = refers to creation. Creation retention periods start when a record is created or received.

EVT = refers to event. Retention periods tied to event dates do not begin until the event occurs and the retention time period is then triggered.

PERM = means retaining the record permanently.

**APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED**

POLICY 1060

Page 2 of 6

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	computer assigned. Reservations and time constraints may be managed by software or via the automated library system.	
Contest entry forms	These forms are used to award prizes for contests. They may include names, contact information, school, grade, and age. They may accompany original art or writing samples.	ACT + 30 days ACT = until determination of the contest winner
Donor file – Monetary	This file contains information about donors' monetary contributions to the library. These donations or memorial donations may be used for collections, construction, equipment, special projects, library programs, etc. Information in the file may include the donor name, contact information, the amount of money donated, and an inventory of the items purchased with the funds, and the name of the person memorialized. This file may include receipts for donations, letters of acknowledgement, and supporting documentation.	Receipts for donations: CR + 6 All other donor file information: ACT + 2 ACT = while of value
Donor file – Property donations	This file contains information about donors of property (such as artwork, furniture, computers, etc.) to the library. Donors of popular or used books are usually not included in these files. Information in the file may include the donor	ACT + 2 ACT = while the item is in the possession of the library

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**APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED**

POLICY 1060

Page 3 of 6

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	name, contact information, and an inventory of item(s). This file may include signed deed of gift forms, receipts for donations, letters of acknowledgement, and supporting documentation.	
Incident reports – Accidents/claims	These files give details about any accidents on the library premises by non-employees. It lists the location, witnesses, person injured, type of injury or property damage, and actions to prevent reoccurrence. The reports are reviewed and signed by relevant administrators. These files may include related information such as witness statements, medical information, legal counsel, or subsequent claims.	CONFIDENTIAL CR +5
Incident reports – Patron conduct	These files document patrons who have received disciplinary action or prohibitory sanctions. They are organized by patron name, and consist of letters sent to patrons describing the unacceptable activity and the prohibitions on patron privileges. They may also contain correspondence with public safety or patron guardians.	CONFIDENTIAL ACT + 5 ACT = until date of the last incident involving the patron
Interlibrary loan request forms	These forms record patron requests for items held by libraries outside of the public library system or requests from patrons outside the public library system for items held	CONFIDENTIAL ACT = until the item is returned to the lending library or returned from the borrowing library

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APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED

POLICY 1060

Page 4 of 6

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	within.	
Interlibrary loan records	These records track the request and return of library items loaned to and from libraries outside of NBPLS. The requests may be made manually, but are generally made and filled through a shared automated system. Records indicate when and where the item was sent, when it is due back, and when it was returned.	CONFIDENTIAL ACT + 60 days ACT = until the item is returned to the lending library
Patron circulation history	NBPLS' automated library system logs all circulation transactions (checkouts and holds) performed. These logs are only accessible by the system administrator and are used for troubleshooting system problems only.	CONFIDENTIAL CR + 1
Patron database	Identifying information from the patron registration process, including a card number, mailing address, language preference, gender and year of birth is entered into the automated library system. Patron records identify the items currently borrowed, fines, holds, and special privileges or other information.	CONFIDENTIAL ACT = until the card expires without renewal and all items are returned and fines paid, per NBPLS policies and procedures.
Patron files (Books-by-Mail Service; Talking Book Service)	These files provide information on patron reading habits and preferences. Information can include applications forms, doctor's certificates stating the patron has a print disability. A	CONFIDENTIAL ACT = until the card expires without renewal

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**APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED**

POLICY 1060

Page 5 of 6

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	list of items borrowed by the patron is maintained.	
Patron registration forms – Library programs/events/activities	These documents contain identifying information for each individual, including contact information, possible fees, and parental signature for participation, as required.	CONFIDENTIAL EVT + 60 days
Patron suspension history	NBPLS' automated library system maintains a history of patron suspensions. These suspensions remain on the patron's record even after the suspension has been removed by staff or expired.	CONFIDENTIAL CR + 5
Photographs	These images of library events are kept to document library activities and/or to accompany press releases. A clearance signed by the subject of the images to reproduce the images must be kept with the photograph.	ACT = while of value, keep some permanently as part of historical files
Public library card registration forms	Identifying information from public library card registration forms (paper or electronic), including name, mailing address, language preference, gender and year of birth. This information is entered into the automated library system to create a patron file.	CONFIDENTIAL ACT + 0 ACT = until patron information is entered into the automated library system.
Reference requests and responses (e.g. fax, mail, e-mail, on-line)	These files document research or requests for information. This series may include requestor's name, address, and telephone number; the nature/explanation of the	CONFIDENTIAL ACT + 60 days ACT = date of completion

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**APPENDIX H
LIST OF PERSONAL INFORMATION ABOUT PATRONS COLLECTED**

POLICY 1060

Page 6 of 6

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	requests; use/purpose of the requests; date of receipt and completion of the request; staff member handling the request; amount of time spent on handling the request; disposition of the request; and related documentation and correspondence.	
Release forms (photos)	A clearance signed by the subject (or parent/legal guardian of the subject) to reproduce the images must be kept for as long as the photo is kept. The release form includes name and contact information.	CONFIDENTIAL ACT = while of value
Request for reconsideration of library materials	These files document a complaint by a patron or group of people to request the library to discard or reclassify a specific item in the collection and the library's response and action if any.	ACT + 5 ACT = date of completion
Room use agreements	These documents are signed by patrons. They establish that the patron agrees to abide by NBPLS policies. The agreements may include a date, name, signature, contact information and fees.	CONFIDENTIAL ACT + 1 ACT = until all fees are paid and any problems resolved
Surveillance recordings	These are visual recordings of activity taking place on library property (not applicable in all locations).	CR + 120 days

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