

San Francisco Public Library Privacy Audit

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California Library Association
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SFPL Privacy Policy

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



The screenshot shows the San Francisco Public Library website's Privacy Policy page. The header features the library's name and logo, with navigation links for Home, SFPL Online, Services, About the Library, News, and Local Links. Language options for Spanish and Chinese are also present. The main content area is titled "Privacy Policy" and includes a "See also" section with links to the Internet Use Policy and Library Patron Privacy Inventory (PDF). A "Policy #207 Adopted: June 17, 2004" is noted. The "Policy Statement" explains the library's commitment to protecting user privacy. A "General" section contains four numbered points detailing the library's data handling practices. On the left sidebar, there is a "Search Catalog" button and a list of links under "About the Library".

San Francisco Public Library

Home | SFPL Online | Services | About the Library | News | Local Links

Español | 中文

Privacy Policy

See also:

- Internet Use Policy
- Library Patron Privacy Inventory (PDF)

Policy #207 Adopted: June 17, 2004

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

1. 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 Sunshine Ordinance ([2]), and the USA PATRIOT Act([3]).
2. 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.
3. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
4. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

About the Library

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

Search Catalog

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

Karen



Karen Coyle

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

Date: _____

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.

PLEASE PRINT

Last Name _____ First Name _____ Middle _____

Mailing Address _____ Apt. # _____

City _____ County _____ State _____ ZIP Code _____

Residence Address (if different from above) _____ Apt. # _____

City _____ County _____ State _____ ZIP Code _____

Telephone 1 _____ Telephone 2 _____

Driver License/ID _____ Student ID _____

Date of Birth _____ / _____ / _____ Age (circle one) 0-12 years 13-17 18-64 65 and over
 Month Day Year

PIN # _____
 (Choose a 4-digit number)

E-mail _____ @ _____
 (Only include if you wish to receive library notices by e-mail instead of U.S. Mail)

I agree to abide by library rules and to pay for any loss of, or damage to library materials and to pay for overdue fines accumulated on this card. I understand I am responsible for notifying the Library in case of loss or theft of this card. Failure to do so will result in my being held liable for materials on this card and for fines incurred on the card. I also agree to inform the Library of any street address or e-mail changes or change in the status of parent/guardian.

Your Signature _____

Signature of Parent/Guardian _____ Print Name _____
 (If applicant is 12 years of age or younger)

PLEASE DO NOT WRITE BELOW THIS LINE.

Type: JV YA AD SR ST BU RC VC Agency _____

PID# 21223 _____ Initials _____

Ask A Question

- [Library Catalog](#)
- [Articles & Databases](#)
- [SFPL Research Tools](#)
- [eBooks & eAudio](#)
 - [Kids](#)
 - [Teens](#)
- [Search Our Site](#)

The Library will respond to e-mail questions that can be answered with short, factual responses.

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]

#281 02-15-2007 3:49PM

Item(s) checked out to p~~atron~~

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

Parkside Branch Library
Renew by phone 557-4511 or www.sfp1.org

#281 02-15-2007 3:46PM

Item(s) checked out to patron

TITLE: What's up, Tiger Lily? [videoreco
BARCODE: 31223066698050
DUE DATE: 02-22-07

Parkside Branch Library
Renew by phone 557-4511 or www.sfp1.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 | <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 Millennium (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

Further Questions?

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Thank You

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