Borrowers Card Record Retention Policy

Patron Verification

To keep patron contact information up-to-date, public library borrower records will be verified every three years. Cardholders will be notified of upcoming need for verification thirty days in advance via email and other electronic means, with a follow up fourteen days prior to suspension. Libraries may also generate system reports in advance for other contact efforts, and to renew cards for local officials, faculty, etc..

Libraries must verify the accuracy and completeness of contact information when renewing the account for an additional three years. Information to be verified includes mailing address, telephone number and email address. Libraries may verify information in person or via telephone or email.

Use of the borrowers' card for borrowing materials and for use of electronic resources will be suspended at the anniversary date until the cardholder contacts the library to verify their contact information.

Patron Purge

Cardholders without checkouts who are expired for three years will be purged on a monthly schedule. Cardholders with bills for items will not be purged; borrowers owing only fines/manual charges will be purged.

Libraries can review a list of users due to be purged on a regular basis to renew cards for local officials, faculty, etc.

Academic Library Option

For cardholders owing only fines and/or manual charges, academic libraries may set a threshold amount for total charges over which their Student/Faculty/Staff/Alumni etc. borrowers will not be purged.

Definitions

Bills - A charge for an item that was never returned. (Evergreen- Lost and Long Overdue)
Fines - Charge for an item returned past the due date (Evergreen - Overdue Materials)
Manual Charges - An amount of money a staff member places on a user's record. (Evergreen - Grocery Bills)

Approved at Annual Meeting, June 4, 2020.