Information Access & Confidentiality

- **PAC Records**
  - The Library’s Public Access Catalog, utilizing the Integrated Library System (ILS), may be searched without having to give any patron information.

- **Circulation Records**
  - Patron material is circulated via the ILS.
  - The circulation software tracks materials currently checked out, automatically erasing the borrower’s record once the item is returned and all fines are paid.

- **Computer Use Records**
  - The Library is equipped with computers for Internet and database access.
  - Patrons are not required to give their Library card number or other personal information.

- **Inter-Library Loan Records**
  - Patrons may borrow items not owned by the Simsbury Public Library from other libraries via Inter-Library Loan (ILL).
  - The Simsbury Public Library tracks items currently being borrowed and generates a record with patron information.
  - Once materials are returned and all fines and or fees are paid, the record is kept until the end of the Fiscal Year.
  - When a patron places holds or ILL’s directly via the Internet, the information disappears once those holds or ILL’s are satisfied.

- **Reference Interviews**
  - A reference interview occurs when a patron asks Library staff for information.
  - Generally, the patron is not required to give personal information and no paper record is kept with patron information on it.
  - If a question cannot be immediately answered, staff will ask for the patron’s name and phone number.
  - All identifying information regarding the patron is destroyed as soon as the requested information is delivered.