

## 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.