



COMMUNITY
SERVICES
DEPARTMENT

Privacy in Community Services

Tracy Lamb, Community Services Director

LIBRARY



PARKS



RECREATION



Patron Privacy

Chula Vista Public Library
Joy Whatley, City Librarian




"All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use.

Libraries should advocate for, educate about, and protect people's privacy."

THE LIBRARY BILL OF RIGHTS, ARTICLE VII



ALA American Library Association

 CALIFORNIA LIBRARY ASSOCIATION

Chula Vista Public Library Provides Privacy and Confidentiality

- Right to Open Inquiry
- Free from Scrutiny or Examination
- No sharing of PII





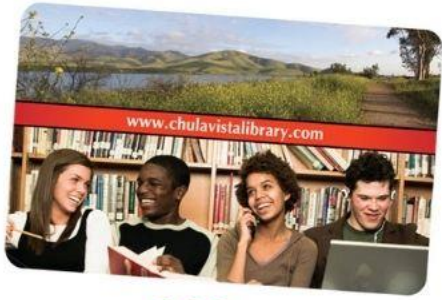
What is PII?

- Library Card
- Websites Visited
- Books Checked out
- Credit Card
- Anything that can build up a picture of who you are (tastes, interests)

What Libraries Do to Protect Patron Privacy

- Limit the degree to which personally identifiable information is monitored, collected, disclosed, and distributed.
- Avoid creating unnecessary records. Only record a user's personally identifiable information when necessary for the efficient operation of the library.
- Avoid retaining records that are not needed for efficient operation of the library. Assure that all kinds and types of records are covered by the policy, including data-related logs, digital records, vendor-collected data, and system backups.
- Avoid library practices and procedures that place information on public view (e.g., using postcards for overdue notices or requested materials; using patron names to identify self-pickup holds; placing staff terminals so the screens can be read by the public; using sign-in sheets to use computers or other devices; and providing titles of reserve requests or interlibrary loans over the telephone to users' family members or answering machines).





TYPES OF PERSONAL DATA COLLECTED

iii innovative

Part of **Clarivate**



PHAROS



Uniprint®

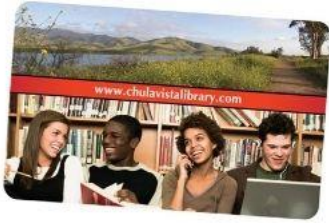
Registration for Library Services

- Name
- Address
- Phone #
- Email Address
- Date of Birth
- Library Card
- PIN



Passport

- All data from registration
- Gender
- Photo
- Hair Color
- Height
- Eye Color
- Parental Information
- Spousal Information
- Occupation
- Previous Passport Information
- Social security number
- Original Citizenship Evidence



TYPES OF PERSONAL DATA COLLECTED

 innovative
Part of **Clarivate**



PHAROS  Uniprint®

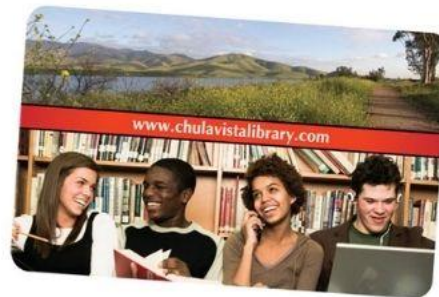
Library Services

- Items currently checked-out, requested, canceled holds, and interlibrary loans
- Computer Usage, websites visited
- Overdue items (until returned)
- Fine history
- Sign-up information for library classes and events





Management, Maintenance, Storage & Access



Server based

- PII is stored on city server
- Management, Maintenance, Accessed only by Library and IT staff
- Offsite accessibility through web based is only by authorized staff.

Management, Maintenance, Storage & Access



Public Computers

- No PII is stored
- Management, Maintenance, Accessed only by Library and IT staff
- Uses DeepFreeze to clear computer information.

WIFI

- No PII is stored
- Management, Maintenance, Accessed only by Library and IT staff

Management, Maintenance, Storage & Access



Passport Services

- All PII sent directly to a secured State Dept Lockbox by the next business day.
- No originals or copies are kept. All copies are given directly to applicants upon processing.
- The only PII kept by the Library is the Transmittal Form which has
 - Name
 - Date of Birth
 - Phone Number
 - Product Purchased
- Only authorized passport agents have access to direct PII and only facility managers may access prior transmittal forms.
- Transmittal Forms are stored in a secured location. Forms are held for only 2 years from processing date.
- Outside Access: State Department

Guidelines and Policies

- ***Library Privacy Policy***

Library Administration and Board of Library Trustees are currently working on a draft privacy policy

- ***ALA Privacy Bill of Rights***
- ***California State Library***
- ***State Law***
- ***City Records Retention Policy***





Recreation



TYPES OF PERSONAL DATA COLLECTED



Registration

- Name
- Address
- Phone #
- Email Address
- Date of Birth
- Gender
- Special Accomodations

Scholarship

- All data from registration
- Proof of CV residency
- Proof of income
- Social security benefit Letter

A screenshot of a scholarship application form titled "FRIENDS OF THE CITY OF CHICAGO SCHOLARSHIP FORM". The form includes a header with the organization's logo and name. Below the header, there is a section for "SCHOLARSHIP INFORMATION" with a table containing fields for "SCHOLARSHIP TYPE", "SCHOLARSHIP AMOUNT", and "SCHOLARSHIP DATE". The table has three rows: "GENERAL", "SPECIAL", and "OTHER". Below the table, there is a section for "APPLICANT INFORMATION" with fields for "NAME", "ADDRESS", "CITY", "STATE", "ZIP", "PHONE", and "EMAIL". There is also a section for "FAMILY INFORMATION" with a table for "FAMILY MEMBER" containing fields for "NAME", "AGE", "GENDER", "RELATIONSHIP", "EDUCATION", "EMPLOYMENT", and "INCOME". The form ends with a section for "APPLICANT SIGNATURE" and "DATE".

CIVICREC[®]

Cloud based

- All PII is stored on Customer Accounts
- Managed and Maintained by the Customer and Recreation Staff
- Accessible outside of staff:
 - Finance Department
 - Third Party Vendor-Global Payments Integrated for credit card payment

Management, Maintenance, Storage & Access



Management, Maintenance, Storage & Access

Scholarship Program

- All PII is stored on electronically via email or hard copy if submitted in person
- Managed and Maintained by the Customer and Recreation Staff
- Not accessible outside of staff.
- Follows city policy for records retention

FRIENDS SCHOLARSHIP FORM

Scholarships are for those who are financially challenged and who reside in the City of Clark County Nevada. The maximum amount of scholarship is \$1,000 per year. Applications are accepted for students who are currently attending school or who will be attending school during the current year. Applicants must be a resident of Clark County Nevada. Applicants must be a high school senior or college freshman. Applications are accepted for students who are currently attending school or who will be attending school during the current year. Applications must be submitted to the Friends of the Library Office, 215 South Ave., Reno, NV 89501. Applications must be submitted by the deadline date of the scholarship. Applications are accepted for students who are currently attending school or who will be attending school during the current year. Applications must be submitted to the Friends of the Library Office, 215 South Ave., Reno, NV 89501. Applications must be submitted by the deadline date of the scholarship.

SESSION	BOOK SUBMITTING APPLICABLE DATES	SESSION DATES
WINTER 2023	NOVEMBER 15	NOVEMBER 15-17
SPRING 2023	FEBRUARY 15	FEBRUARY 15-17
FALL 2023	SEPTEMBER 15	SEPTEMBER 15-17

Submit all application packets to the Friends of the Library Office, 215 South Ave., Reno, NV 89501. Applications must be submitted by the deadline date of the scholarship. Applications are accepted for students who are currently attending school or who will be attending school during the current year. Applications must be submitted to the Friends of the Library Office, 215 South Ave., Reno, NV 89501. Applications must be submitted by the deadline date of the scholarship.

NAME OF APPLICANT: _____ DATE OF BIRTH: _____

ADDRESS: _____ PHONE: _____

EMAIL: _____

FOR EMPLOYER USE ONLY

Employer Name: _____
 Employer Address: _____
 Employer Phone: _____
 Employer Email: _____

Policies and Guidelines

- *Technical security controls placed by the software*
- *Annual Staff training on Security and Awareness*
- *CivicRec staff do not have direct access to personal data*
- *City Policy for records retention*



Questions?

Tracy Lamb, Community Services Director
Joy Whatley, City Librarian