

Tewksbury Public Library Policy

The Tewksbury Public Library retains patron records for administrative and statistical purposes. In general, it is our practice to destroy records once they have been counted or the activity is complete. The Tewksbury Public Library retains administrative records for historic and planning purposes.

Following is a list of records that are kept and the retention schedule for each type of record.

Patron Records	Retention Schedule
Circulation Transactions	Patron contact information is treated as confidential. MVLC integrated library system (ILS) retains records of materials checked out until they are returned, and fines or fees are paid. See MVLC's Circulation Record Retention by Block Type policy.
Interlibrary Loan Requests	Patron contact information is treated as confidential. Retained for one year after the ARIS report is completed. Names are removed after sending library receives materials back from patrons.
Library Program Registration Lists	Retained until statistics are recorded.
Museum Pass Requests	Retained until statistics are recorded.
Patron Notification for Overdue/Bills	All notifications are mailed or emailed directly to patrons. Overdue/Bill notifications are kept on file until the issue is resolved.
Patron Notification for Reserve Requests	Patron contact information is treated as confidential. Phone call notifications are made directly to patrons, with no materials-related information given to anyone other than the patron. Phone call notification records are kept until the item has been checked out.
Public Computer Usage	Retain until statistics are recorded.
Reference Questions	Patron contact information is treated as confidential. Information requests are maintained until fulfilled.
Registration Cards and Email Notification Requests	Retained until administrative use ceases. Permission from Supervisor of Records not required for destruction.
Room Use Requests	Retained for one year.
Searches on Library Catalog	This information is not retained by MVLC's integrated library system.
Volunteer Applications & Hours Worked Log	Retained until no longer needed.

Administrative Records, next page.

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<u>Administrative Records</u>	<u>Retention Schedule</u>
Invoice copies	Retain current and previous year's copies.
Payroll/Personnel	Retain while currently employed. Retain for 10 years after end of employment; only date of employment and job title are disclosed. Send all files to Town of Tewksbury Administrative Services.
Trustee Minutes	Permanent.
Long Range Plans	Retain until superseded.
State Statistical Reports	Permanent.
Library Building Program Files	Retain 20 years.
Complaint and Censorship Records	Retain until resolution.

Policy voted and adopted on: 11/9/2010

Policy last reviewed and amended on: