



## **Personally Identifiable Information Policy**

**Last updated: September 4, 2025**

In the interest of protecting Personally Identifiable Information (PII) regarding library users, all RSA member libraries shall limit the information included on printed documents.

This policy covers any printed documentation which includes Patron PII. Examples include:

- Checkout/Renewal Receipts (Date due slips)
- Transit slips
- Hold slips
- Hold wrappers
- Printed Notices (Overdue Notices, Bill Notices, etc.)
- Printed Picklists or Onshelf Items Lists
- Reports generated by reporting packages
- Any other documentation which includes Patron PII.

Do not include User Name or User ID on Checkout, Renewal, or Transit Slips.

Libraries must limit characters in the User Name and Patron ID on Hold Wrappers viewable by the public using the appropriate property settings.

Libraries must limit patron information appearing on Available Hold Slips to the minimum necessary to contact and alert patrons to their available hold. Available Hold Slips are for internal library use only and should not be given to the patron with their materials or placed in available holds on a self-service hold pickup shelf. They should also not be placed into materials put into delivery.

Libraries often need to print lists or report outputs which include PII (such as Bill Notices and Overdue Notices for shelf-searching, Picklists or Onshelf Item Lists, or reports generated in BLUEcloud Analytics). Any printed materials which include PII must be stored in a safe and secure manner and then shredded or otherwise securely disposed of once they are no longer needed.

In addition, RSA requires a signed BCA PII Library Agreement and a signed BCA PII Staff Agreement for each staff member to be submitted before RSA will allow access to reports in BLUEcloud Analytics which contain PII.

Approved by the RSA NFP Users Group, September 1, 2021, effective September 15, 2021  
Updated and approved by the RSA Board of Directors, September 4, 2025