



Database Records Deletion Policy

Last updated: January 8, 2026

Background

This policy replaces the Retention Schedule for Expired Patron Cards Policy and is expanded to include other types of record contained in RSA's Circulation and Bibliographic database.

Bill Records

- Bills paid in full will be removed after **5 years**.
- Unpaid bills may be removed at the billing library's discretion at any time.
 - Exception: Bills for lost or damaged items, referral fees, and processing fees may only be removed with the approval of the item owning library.
 - If the item is lost or damaged and the bill is never paid by the patron, the item-owning library will absorb the item's cost. Refer to the [Lost Materials Policy](#) and [Damaged Materials Policy](#).

Hold Records

- Hold records are removed after **18 months**.

Item Records

- Item Records will be removed after **18 months** including:
CURRENT LOCATIONS: CLAIMS RETURNED, DAMAGED (if bills have been paid), ILL TEMPORARY RECORDS and LOST & PAID.
HOME LOCATION: ON-ORDER: Items with a Home Location or Item Type of ON-ORDER, or which have ON-ORDER in the call number.
- With the following exceptions:
 - LOST-TRANS, MENDING, and MISSING: Items with these current locations will be removed after **3 years**.
 - LOST and DAMAGED: Items with this status will be removed as part of the User Records rules below.
 - DISCARD: Items checked out to DISCARD are removed **monthly**.
 - INTRANSIT: Items in transit for **over 45 days as of the 1st of the month** are removed from INTRANSIT status and set to current location LOST-TRANS on the 10th of each month, allowing another available item to fill the hold.

User Records

- Unencumbered expired library user cards should be deleted within 2 years of the expiration date.
- Encumbered expired cards with a dollar amount of less than \$25.00 in fines or lost items should be deleted within 3 years after the expiration date.
- Encumbered, expired library cards with a dollar amount of \$25.00 or more in fines or lost items should be deleted 5 years after the expiration date.
- Users sent to material recovery agencies may be retained for 8 years.
- Users home library may make exceptions to retain specific accounts.
- School and academic libraries should delete all student cards no later than 2 years after the student has graduated.

Policy History

This expanded Database Records Deletion Policy was approved and adopted by the RSA Board of Directors on January 8, 2026.

Predecessor Policy

Retention Schedule for Expired Patron Cards Policy History

Approved by the RSA NFP Users Group 7 March 2013

Revision approved by the RSA NFP Users Group 9 August 2023