Proposal to the CARLI Board of Directors from the CARLI Resource Sharing Committee:
Recommended and required patron record clean up for Alma Migration
December 6, 2019

About this report:
This report consists of 3 parts:
- Part 1: Executive summary and recommendation to the CARLI Board. (Page 1)
- Part 2: Detailed description of proposal, including data remediation processes. (Pages 2-9)
- Part 3: Appendices A-G of supporting current and historical Voyager data reports. (Pages 10-110)

Part 1: Executive Summary
The Resource Sharing Committee has discussed how best to reduce migrating very old personally identifiable information that is not needed to serve current patrons in Alma. This includes reviewing the number and scope of long-expired patron records and long-unpaid fines and fees.

CARLI Office staff ran a series of reports including the data from all 91 I-Share Libraries, which the Committee used to assess the volume in Voyager of long-unpaid fines and fees. The Committee reviewed the data, considered how this data would be reflected in Alma, and drafted the following recommendations.

The recommendations to the CARLI Board are as follows:
- Reinforce the long-standing CARLI policy (https://www.carli.illinois.edu/products-services/i-share/circ/UBStandardChart) that I-Share libraries do not assess overdue fines to other I-Share libraries' patrons, and expunge these fines.
- Advise I-Share libraries to minimize the migration of patron records for individuals that are no longer actively affiliated with their institutions and recommend a workflow for eliminating these data.
- *Require* forgiveness for fines and fees older than 7 years for *other* I-Share libraries' patrons, and recommend that I-Share libraries forgive fines and fees older than 7 years for the library's own patrons.

Rationale for these recommendations:
- The CARLI Privacy Policy states, "It is our policy to store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service."
- The Committee focused on the question of at what point is it realistic for a library to assume they will not receive payment for, or the return of, a lost item. The work did not focus on measures that might be taken to increase the percentage of payments received for lost items.
- Historical I-Share data reviewed by the Committee showed that the vast majority of lost items that were paid for or forgiven, were processed within two years of the item reaching lost status. Of the fines paid, 90% were paid within 2 years. Of the fines forgiven, 95% were forgiven within 2 years.
- In light of varying financial practices among the I-Share member institutions, the general rule of accountancy that 7 years is sufficient time for maintaining records for potential audits, lawsuits, or claims; and the review of current and historical I-Share data, the Resource Sharing Committee is recommending an "older than 7 year" fine/fee forgiveness guideline.

Should the CARLI Board approve these recommendations, CARLI Office staff will work with the I-Share libraries towards cleaning up these data, both pre- and post- Alma migration as time and resources permit.