

# Warsaw Community Public Library

## Data Retention Policy

Issued: 11/09/2009

### **PURPOSE**

The purpose of this policy is to outline WCPL's retention schedules and establish best practices for data retention at WCPL, using established guidelines as outlined for state and local government agencies. Referenced material includes IC 5-14-3-3, IC 5-14-3-7 and IC 5-15-5.1-10, the Commission on Public Records Email Retention Policy, and the Public Libraries General Retention Financial Schedule.

### **SCOPE**

This policy affects all library staff and all information generated in the process of providing library services.

### **ENFORCEMENT**

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

### **LITIGATION**

In the event of receipt of an official court order requesting information, all pertaining documents types (email, user files, etc.) deletion permissions will be suspended, or copies of said information will be made and maintained for the duration of the order as needed, with the possibility of network services being suspended if required to fulfill the order.

### **DIGITAL ARCHIVES**

Where not explicitly restricted by state or federal guidelines, any and all information required to be retained more than 1 year will be archived in digital formats as possible. Digital formats allowed include Portable Document Format (PDF) and text (TXT). Digital documents will be stored concurrently on multiple mediums, including live backups (hard drives, disk arrays, flash drives) and long term storage (tape, recordable CD/DVD). Original hard copies of digitized information will only be kept if required by law.

### **1.0 EMAIL RETENTION**

#### **1.1 Purpose**

The Email Retention Policy is intended to help employees determine what information sent or received by email should be retained and for how long. The information covered in these guidelines includes, but is not limited to, information that is either stored or shared via electronic mail or instant messaging technologies. All employees should familiarize themselves with the email retention topic areas that follow this introduction. Questions about the proper classification of a specific piece of information should be addressed to your manager. Questions about these guidelines should be addressed to the Administration office.

## **1.2 Scope**

Any email that contains information used to conduct library business should be treated as subject to this retention policy. All WCPL email information is categorized into four main classifications with retention guidelines:

- Administrative Email Correspondence (4 years)
- Fiscal Email Correspondence (4 years)
- General Email Correspondence (1 year)
- Ephemeral Email Correspondence (Retain until read, then destroy)

## **1.3 Policy**

### **1.3.1 Administrative Email Correspondence**

Administrative email correspondence includes, though is not limited to, clarification of established company policy, including holidays, time card information, dress code, work place behavior and any legal issues.

### **1.3.2 Fiscal Email Correspondence**

Fiscal email includes, though is not limited to, clarification of established policy or procedure involving staff payroll, benefits, paychecks, banking information, or tax information.

### **1.3.3 Email Retention Option**

To ensure administrative email correspondence is retained, a mailbox [admin@warsawlibrary.org](mailto:admin@warsawlibrary.org) has been created. Copy (cc) this address when you send email and retention will be administered by the IT Department (although this is not a requirement if administration is retaining the information themselves). Email sent to [admin@warsawlibrary.org](mailto:admin@warsawlibrary.org) should not be retained by the staff, so as to prevent duplication.

### **1.3.4 General Email Correspondence**

General Email Correspondence covers information that relates to customer interaction and the operational decisions of the business. The individual employee is responsible for email retention of General Correspondence.

### **1.3.5 Ephemeral Email Correspondence**

Ephemeral Email Correspondence is by far the largest category and includes personal email, requests for recommendations or review, email related to collections, reference questions, project development, updates and status reports.

### **1.3.6 Instant Messenger (IM) Correspondence**

Instant Messenger General Correspondence may be saved with the logging function of Instant Messenger, or copied into a file and saved. Instant Messenger conversations that are Administrative or Fiscal in nature should be copied into an email message and sent to the appropriate email retention address, although it is not recommended to carry on Administrative or Fiscal oriented conversations through IM.

### **1.3.7 Recovering Deleted Email via Backup Media**

WCPL maintains live backups from the email server and twice annually a full email backup is taken out of the rotation and moved offsite. No effort will be made to remove email from the offsite backup tapes, and each will be maintained for four years.

## **1.4 Notes**

### **1.4.1 Approved Electronic Mail**

Includes all mail systems supported by the IT Support Team. These include, but are not necessarily limited to, WCPL provided email through Outlook 200x, Microsoft Online Web Access (OWA), and direct POP3 email access to your provided email. If you have a business need to use other mailers contact IT Services.

### **1.4.2 Approved Instant Messenger**

Jabber Secure, and Google Talk are the only IM clients that are approved for use on WCPL computers.

### **1.4.3 Encryption**

International issues regarding encryption are complex and far reaching, requiring explicit adherence to federal guidelines on export controls on cryptography. Consult IT Services and Administration for further guidance. Administration should contact IT Services and/or the library's legal services before authorizing encrypted communication outside the US.

WCPL communications are not encrypted, and should not be used outside of authorized testing purposes only. No correspondence or information should be transmitted in an encrypted form without express permission and cooperation of IT Services.

## **2.0 COMPUTER LOG RETENTION POLICY**

### **2.1 Purpose & Definition:**

Log Retention Policy is intended to help employees determine what log information should be discarded or retained and for how long.

A log is a (typically electronic) information set that lists all actions that have occurred on a device, within an application, or on a server. Log information can be used to generate reports or documents and can include raw information, computer code, warning IDs, images, or error codes such as given by printers. Logs typically include information to assist in software troubleshooting, or in the generation of a draft or final report or piece of information.

### **2.2 Scope:**

Any logs generated by Library owned computers should be considered subject to this policy. All employees should familiarize themselves with the log retention topic areas that follow this introduction. By their nature, logs have a limited useful lifespan. Logs consume resources and space, and should be routinely cleared/deleted. Questions about the proper classification of a specific piece of information, or about these guidelines, should be addressed to IT Services.

- Specific logs: Specifically named logs identified as required to perform reports/services, typically deleted as determined by the need of the contained information.
- Computer logs: Clear as needed
- General retention: (Including all other logs not specified above) Not more than 3 months.

## **2.3 Policy:**

### **2.3.1 Specific logs**

Specific logs are identified by IT Services as abnormal, having information needed for extended periods. Specific logs will be identified and documented by IT Services, along with their retention duration.

### **2.3.2 Computer logs**

Computer logs include those found in Microsoft Windows computer's Event Viewer utility, and many other products, including the library's ILS system. Software log files are used for PC troubleshooting purposes, and are therefore subject to frequent deletion during the troubleshooting process.

### **2.3.3 General Retention**

Generally retained logs include all other logs not discussed here.

## **3.0 Document retention policy**

### **3.1 Purpose**

The Document Retention Policy identifies information required to be maintained by the Library and for how long. All employees affected should familiarize themselves with this policy.

Questions about the proper classification of a specific piece of information should be addressed to your manager. Questions about these guidelines should be addressed to the Administration Office.

### **3.2 Policy**

Documents required to be retained are as follows:

- Documents as described by the Public Libraries General Retention Financial Schedule. Durations for each type of information are defined in that document. Guidelines for this are defined in IC 5-15-1-1 et seq. (the Public Records Law) and the Kosciusko County Commission on Public Records as prescribed by IC 5-15-6-2.5.
- Board Minutes shall be kept indefinitely.
- Patron library card applications are digitized by circulation for long term storage. The applications are archived in IT Services for reference. Applications are kept for at least 10 years for reference.

### **Confidentiality:**

The contents of electronic media are to be used for library purposes only, and are not to be used, sold, given, or transmitted outside of library personnel for any purpose other than library business, or under legal request in the form of a court order.

### **Summary of Responsibilities:**

This policy should be reviewed for changes or updates on an annual basis.