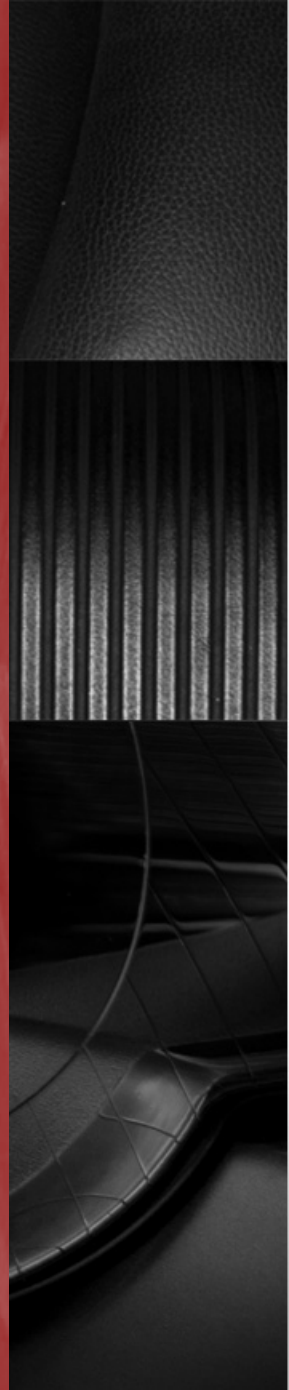


# Protecting Patron Privacy

In our library – Derry Public Library







# SOFTWARE SOLUTIONS

# Polaris

- Our ILS, comes with
  - built-in safeguards
    - Library card authentication
    - Reading history must be turned on by patron, through patron account at home
    - PIN chosen by patron, unseen by staff
    - Each staff member has unique logon to prevent tampering of records

The word "Innovative" is written in a sans-serif font. The letter "o" is replaced by a stylized orange circle with a white center, resembling a globe or a lens. The text is centered between two solid black horizontal bars.The word "POLARIS" is written in a large, blue, serif font. Below it, the words "LIBRARY SYSTEMS" are written in a smaller, grey, sans-serif font. The entire logo is centered on a white background.

# Envisionware

- Time management software
- Requires library barcode authentication
- Does not keep a record of who logged on
- Staff has no access to past logons
- After 10 minutes of inactivity, reboots
- Print jobs also are deleted at the end of the night



# Smartshield

- By Centurion Guard
- License required per computer
- Locks down the computer so that it reboots in between users to a preset state
- Wipes the computer clean between patrons, so no browsing or download history remains – nothing is saved (personal info or Word documents, etc)



# Clean Slate

- By Fortres
- Licenses reasonably priced
- Let's you boot to a particular site only
- Used for our catalog machines
- Protects patron searches

**FORTRES  
GRAND**



**Clean Slate 6.5**  
Non-Restrictive Desktop Protection  
End Computer Help Desk Calls



# IN-HOUSE PROCEDURES



# Staff Interactions

- Patron must have card in hand or photo ID
- Holds are kept behind desk
- Information is not given out by phone
- Reference will not do business for patrons
- Discretion!
- Less convenient for patron but necessary

