

## PLS Information Security Recommendations

### 1) Remove "personal information" from the ILS

The NYS Information Security Breach and Notification Act requires "State entities and persons or businesses conducting business in New York who own or license computerized data which includes private information must disclose any breach of the data to New York residents..."

The Act defines "private information" as personal information in combination with any one or more of the following elements:

Social Security Number  
Driver's License Number  
Account Number, Credit or Debit Number

Continuing to collect driver's license numbers creates a security risk for library patrons and a financial risk for the Pioneer Library System. If a security breach were to occur, PLS would have to notify more than 100,000 library card holders of the breach, which could cost many tens of thousands of dollars.

### 2) Shred paper library card registration records

The paper library card registration records maintained by libraries also pose a security risk to library patrons and a liability to the library and System.

All paper records with personal information, including social security numbers and driver's license numbers, should be destroyed.

While libraries may choose to collect library record registration information in paper format, those registrations should only be kept temporarily.

### 3) Secure Evergreen Staff Client Passwords

Evergreen Staff Client passwords should expire at least annually.

Passwords should be protected. Only authorized staff and volunteers should have access to Evergreen Staff Client passwords.

Only authorized staff and volunteers should have access to Evergreen computers.

### 4) Software Updates

All computer updates, including Windows, Adobe, and Java, should be done regularly. Windows updates should occur at least monthly. Other updates should occur at least quarterly. Regular updates are crucial to the security of data.

### 5) Reports

Reports that contain patron information should be considered confidential.

Shred reports.

Do not distribute reports.

Use reports in accordance with Subsection 4509 of NY Civil Practice Laws and Regulations:

“Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state... shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.”