

RIA: Library documents and records relating to Readers Services: Procedures and Retention Policies



Forms:

The following forms are currently in use:

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I. Reader Registration Forms: procedures

Reader Registration forms are completed online and brought to the Library on the first visit or completed *in situ*. Readers are provided with Regulations of the Library Committee which outline the conditions under which they may use the Library's facilities. New readers must produce a valid ID which must be approved by the Duty Librarian and the fact is noted on the form. If a Letter of Introduction is supplied this is retained with the Registration form.

1. The reader's contact details are entered on the Readers' Ticket database, a secure, password-protected Library database. The purpose of the database is to record the fact of registration (for security purposes) and to enable the issue and subsequent management of Readers' Tickets.
2. The database record is updated upon renewal of one's ticket.
3. On the Registration Form there is an option to opt in to receiving information about Library events, e.g. lectures, seminars, exhibitions and occasionally newsletters from the Librarian. The contact details of those who opt in to this service are input to the Academy's general Contacts Database where they are incorporated into a specific mailing list to which only the Library has access.

Retention Schedules applicable to the Reader Registration Forms and the Readers Ticket database

R.1 The Readers' Ticket database information is retained for a long period as readers may renew their tickets annually and the record on the database is evidence that due diligence was carried out when registering the reader. It should be noted that there may be long gaps between periods of library use by some readers. They do not need to re-register if their record is retained on the database; however, records should be updated regularly for changes of address and so on.

R.2 On notification of a reader's death his/her record is deleted from the database.

R.3 Registration forms are retained for three years and securely shredded thereafter.

R.4 Readers may opt out of receiving Library emails re events at any time. Their record is then deleted from the general Contacts Database.

II. ALCID (Academic Libraries Co-operating in Ireland) cards: procedures

ALCID is a co-operative access scheme which enables access to the collections of Irish university libraries, without formality, on production of a common ALCID membership card. The scheme is available to full-time academics, academic-related staff and registered students reading for postgraduate degrees.

1. Members and staff are emailed in September advising them about the ALCID facility and requesting them to contact a designated librarian to either apply for the first time, or to renew their ALCID card.
2. Application forms are vetted, signed off and cards issued. Staff renewals are automatically issued with an Academy Reader's Ticket in conjunction with the ALCID card. Their ALCID card number is entered on the Readers' database along with their Reader's Ticket number. The application forms are securely held for the duration.
3. Members are issued with their ALCID card and the ALCID number is added to the Readers' database.
4. ALCID card holders' names with card numbers assigned, are added to a secure, passworded, Word document, accessible to authorised staff only. The list is updated annually and redundant data are securely deleted.

Retention Schedule applicable to ALCID card forms and records

R.1 Application forms are retained for three years for audit purposes and securely shredded thereafter.

R.2 Names and contact details are deleted from the Readers' database upon decease or within the academic year post the departure of a staff member.

III. Library mailing list registration form and database: procedures

The Library maintains a mailing list of names and contact details of people who have expressed an interest in attending Library exhibitions, lecture series, conferences or other events.

1. Interested members of the public sign up to the mailing list by completing the appropriate form and opting in to join the mailing list.
2. Data from the form are transferred to the Academy's Contacts database where they are incorporated into a specific mailing list to which only the Library has access.
3. The contact details are updated regularly to ensure their accuracy and redundant details or records are deleted as appropriate. Contact details for deceased persons are deleted. Details for those who wish to unsubscribe or to be forgotten are deleted.

Retention Schedules for Library Mailing List and forms

R.1 The forms are retained for three years for audit purposes and thereafter securely shredded.

R.2 Records are retained for as long as addressees wish to participate in events or to receive information from the Library.

R.3 Records are deleted in the case of those who no longer wish to receive information or in the case of deceased persons.

IV. Readers' Sign-in Register: procedures

For over a century the Library has maintained a Reader's Sign-in Register. All categories of readers (Members, staff, ALCID card-holders, and registered readers) sign in on a daily basis. The purposes of the Register are: To record the names of those using the Library during any given day, to record Library use during the calendar year and to act as an historical record of Library users, many of whom are well-known figures or may become of interest to historians in the longer term.

1. The Register is located at the entrance to the Library's Reading Room and is maintained by Library staff who date stamp each page daily and at month-end record the number of readers by category for statistics purposes. Data retrieved is strictly statistical and is entered on a spreadsheet for eventual input to the *Annual Review* and for management use.
2. Apart from names, personal data are not normally recorded in the Register, albeit that readers/visitors occasionally add addresses.

Retention Schedule for Readers' Sign-in Register

R.1 Completed Registers are securely archived and retained indefinitely for future archival research or exhibition purposes.

V. Reprography Forms and Records

V.a Request forms for photocopies/scans: procedures

Readers may order photocopies or scans of Library materials (printed, electronic or from microfilm), subject to licensing arrangements and the provisions of the Copyright Acts.

1. The forms include a copyright declaration which must be signed by the requester. For in-copyright items, forms must be completed even if the client makes the copy him/herself.
2. A charge is levied and the forms are used to record the amount owed and payment details. Generally, these are small amounts. Income is logged in a dedicated ledger held in the Library and payments are remitted to the Accounts Dept. by the Assistant Librarian on a monthly or bi-monthly basis.
3. Invoices are issued in the case of orders posted out, or on request.
4. A secure, passworded spreadsheet is held; this contains name, contact details and amounts owed by those to whom orders and invoices have been despatched. The purpose of the spreadsheet is to record and manage payments. The number of orders is recorded annually for statistics purposes.

Retention Schedules for photocopy forms and records

R.1 The forms are retained securely for 7 years in accordance with regulations. After this time they are securely shredded.

R.2 Invoices are retained for 7 years and thereafter securely shredded.

R.3 Spreadsheeted details are retained for 3 years post-payment and thereafter securely deleted.

V.b Order forms for digital images/microfilms: procedures

Clients may order digital images of items from the collections (e.g. a manuscript page; a copy photograph; a portrait etc.). Occasionally, images are requested from items for which the Academy is not the copyright holder. In these cases the requester is advised of the fact. All images are provided for personal use and requests for permission to reproduce an item or several items in a publication or other media must be made using a Permission to Reproduce form.

1. The requester completes the order form indicating the item/s for photography and the selected digital format.
2. The form includes a copyright declaration and advises the requester re the need to request Permission to Reproduce in the event that the item is to be re-used.
3. The requester's contact details and details of the item/s requested are input to a secure spreadsheet in order to manage payments and regularly to manage follow-up permissions or licences.
4. On completion of the photograph order, the item is despatched, usually by secure file transfer and an invoice is sent to the requester.
5. The invoice and subsequent payment are noted on the spreadsheet.
6. The same form is used to order duplicate copies of existing microfilms.

Retention schedules for digital image order forms and records:

R.1 The forms are retained for three years for audit purposes and thereafter securely shredded.

R.2 Invoices are shredded after 7 years.

R.3 The spreadsheet is held indefinitely for record purposes and for the generation of statistics.

R.4 After three years, personal data, i.e. addresses, email details and phone numbers of individuals are deleted from the spreadsheet.

V.c Permission to photograph mss etc. using phone/camera etc. form: procedures

This form is used by readers who wish to photograph pages of manuscripts or books (generally out of copyright material). The material is assessed by a Duty Librarian who signs off on permission for the reader to capture the material on his/her phone or notepad.

1. The reader selects the material he/she wishes to capture; the Duty Librarian assesses the condition of the material and its copyright or ownership status.
2. The reader completes the form which contains a copyright declaration and the Duty Librarian countersigns, granting permission for photography.
3. The form is copied and a copy given to the reader.
4. The Library copy is used to record the photographer's name and the number of items photographed on a spreadsheet. The data is anonymised and used for statistics purposes. No other personal data are held on the spreadsheet.

Retention schedules for Permission to photograph mss etc. and records

R.1 Forms are retained for 7 years and thereafter securely shredded.

R.2 The spreadsheet data is deleted on a rolling basis, after three years.

V.d Permission to Reproduce RIA mss etc. in publications or other media: procedures

Individuals, publishers, media companies and others may request permission to use Academy images, recordings etc. in theses, publications, films and other media.

1. Requesters write or email or complete a Permission to Reproduce form, stating what they wish to use, how it is to be used and the rights requested. If forms are not initially submitted, these are usually emailed to the requesters for completion and signature.
2. The request is assessed and permission is normally granted, pending payment of a fee. Generally, it is a condition that the publisher should acknowledge the Academy as the source of the image and often a copy of the publication is requested either in lieu of, or in addition to payment of a fee. Requesters may seek one or more uses when applying for permission. If they wish to use an image in a further publication or in another media this must be requested separately.
3. The customer's name, contact details, nature of the request, conditions laid down, fee charged, format for which use requested and so on are entered on a spreadsheet for the record and follow-up purposes, e.g. to ensure that fees are paid, publications received etc.

Retention Schedules for Permission forms and spreadsheet data

R.1 Forms, emails or letters requesting the permission are retained for three years for audit purposes.

R.2 Spreadsheet data is retained indefinitely for record purposes or other reasons, e.g. a publisher may request extension of a permission.

R.3 Personal data, e.g. email details, addresses, phone numbers relating to individuals, are deleted from the spreadsheet after three years.

VI. Loans and Inter-library loan request and copyright declaration: procedures

Members of the Academy and staff may borrow certain categories of Library materials for in-house or home use.

1. To avail of this facility, a loan form must be completed. This form includes relevant bibliographical details, shelf marks etc. and must be signed by the borrower.
2. Loan slips are filed for the duration of the loan. Data is transferred to the appropriate catalogue record for the loan item but these data are on fields visible only to Library staff using a passcode.
3. Loan data are computed annually for statistical purposes.

Retention Schedules for Loan forms and records

R.1 Loan forms are destroyed on return of the borrowed item.

R.2 Return dates are recorded on the item record but at that point the borrower's name is deleted from the record.

Members of the Academy and staff may apply for items on **Inter-Library Loan (ILL)** provided that these are for work-related research or information.

1. Applications for ILLs must complete a request form and sign the requisite copyright declaration.
2. Details of the loan item, the lending library, borrower or borrowing department, contact details etc. are input to a secure, passworded ILL database maintained by the Library.
3. If applications are initiated by email, a form will be sent to the requester for completion and signature.
4. Loans are computed annually for statistical purposes.

Retention Schedules for ILL forms and records

- R.1** Applications are retained for three years for audit purposes and thereafter securely shredded.
- R.2** The borrower's name and other personal data are deleted upon return of the loan.
- R.3** Other loan data are deleted after three years.