

DALNET CIRCULATION STANDARDS TASK FORCE  
PATRON RECORD RECOMMENDATIONS

ADDENDUM NO. 1

SOCIAL SECURITY NUMBER POLICIES

Issues identified in handling social security numbers (SSN's) in the shared DALNET patron file are:

1. patrons who refuse to give their SSN's;
2. the use of "pseudo" SSN's for patrons without SSN's;
3. patrons who request their SSN's be deleted from their patron records; and
4. duplicate, or multiple, SSN's.

It is recommended that DALNET libraries follow these policies:

1. No patron records without SSN's should be ~~tape-loaded~~ batchloaded into the DALNET patron file;
2. "Pseudo" SSN's should not be entered into DALNET patron records in the SSN field; and alternative for pseudo-SSN's is the organization ID field;
3. DALNET library staff may delete the SSN on a patron's record at the request of the patron only if the patron has no other library cards from any of the other DALNET libraries;
4. If a patron has multiple records with more than one SSN, DALNET library staff should ask to see a social security card to verify the correct number. Since each patron should have only one record, the one matching the social security card number should be retained;
5. If more than one patron has the same SSN, DALNET library staff should ask to see each one's social security card. If both patrons were issued the same number, they should be referred to the Social Security Office. The DALNET patron file will prevent more than one record with the same SSN from being created;
6. SSN's should not be normally be updated via ~~tape loads~~ batchloads. Exceptions may be made if an institution needs to add an organization ID to an existing patron record along with the normal data. Discrepancies will be reported on the ~~tape load~~ batchload error report and should be reconciled by staff as in (4) and (5) above;
7. Every effort should be made to consolidate all DALNET patron ID's for one person on a single record, selecting the record with a valid SSN. ID's on duplicate patron records can be expired and new ID's issued on the consolidated record.

**NOTE:** Patron records can be blocked to alert staff to request SSN information. When patrons at more than one library are involved, staff will need to coordinate their efforts to obtain SSN information.

3/12/91 rev 4/3/98