

Freedom of Information – Response – 27076

1. My freedom of information request is to obtain a copy of the standard operating procedures that apply to the collection of reserved books by borrowers from community libraries generally and Stowmarket specifically

Guidelines that apply to the collection of reserved books can be found at this link [How to use the catalogue - Suffolk Community Libraries](#) under the section 'collecting titles'

2. I want to understand why a paper copy of my library card, or a photo of it on my phone is demanded as proof I am eligible to collect the book I have reserved as I have been told library staff have been trained to refuse to accept my driving licence plus a copy of the email they sent me telling me it is ready for collection as proof of my identity. The reason they give is GDPR and the procedure they have to work to, so I want to understand what data protection issues your policies and procedures say about this.

Guidance is provided to staff about what to do if a library customer wishes to borrow an item from a library but does not have their library card with them.

3. I also want to understand how the procedure covers people other than the borrower collecting books on their behalf, with their permission but not necessarily with their library card - as I think you make such good neighbour/carer schemes and provisions possible.

Guidance is provided to staff about what to do if someone wishes to collect items on behalf of another customer on that customer's library account.

4. My FOI request includes being provided with information as to the cost of issuing paper library cards, including replacement cards, per annum compared with a digital system such as most organisations rely upon for identity checks.

Suffolk County Council do not hold information that compares the costs of issuing paper library cards, including replacement cards per annum compared with a digital system.

5. Why are we expected to carry scraps of card around as proof we are the person who reserved the book?

This is not recorded information held by Suffolk County Council.

Please note, if the requester would like to discuss their specific experience further, they are welcome to email our library operations and deliver manager at daniel.harvey@suffolk.gov.uk.

