

1. Contact Information

Department of State Privacy Coordinator

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2. System Information

(a) Date PIA was completed: July 16, 2009

(b) Name of system: Voyager

(c) System acronym: Voyager

(d) IT Asset Baseline (ITAB) number: 501

(e) System description (Briefly describe scope, purpose, and major functions):

Voyager is a commercial off the shelf based integrated library management system used to track items owned, books patrons have borrowed and allows for better inventory control of library's collection.

(f) Reason for performing PIA:

- New system
- Significant modification to an existing system
- To update existing PIA for a triennial security re-certification

(g) Explanation of modification (if applicable):

(h) Date of previous PIA (if applicable): April 23, 2009

3. Characterization of the Information

The system:

- Does NOT contain PII. If this is the case, you must only complete Section 13.
- Does contain PII. If this is the case, you must complete the entire template.

a. What elements of PII are collected and maintained by the system? What are the sources of the information?

The system collects: names, bureau, room and building numbers, office or cell phone number, and DoS email address. Retirees are required to supply an email address or home address. Interns are asked to supply the name and phone number of their supervisor. The Patron can voluntarily supply alternative contact information such as personal email and or home address, or phone number. The system also maintains current patron circulation records (i.e. information that connects individual persons with specific books or other library materials).

The source of information is:

- DOS employees
- FSI Student
- Interns
- Retirees
- Personnel on temporary assignment

b. How is the information collected?

The information is collected from the individual when they complete the Patron Information Form.

c. Why is the information collected and maintained?

Information is collected to maintain an inventory of the library collection and track overdue books.

d. How will the information be checked for accuracy?

The individuals are expected to provide accurate information. Information is checked against the Global Address List, if discrepancies arise.

e. What specific legal authorities, arrangements, and/or agreements define the collection of information?

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f. Privacy Impact Analysis: Given the amount and type of data collected, discuss the privacy risks identified and how they were mitigated.

The system collects the minimum amount of personally identifiable information required to meet the statutory requirements. Privacy risks are minimal.

4. Uses of the Information

a. Describe all uses of the information.

The information will be used to maintain inventory, check out library materials, and send overdue and other notices to patrons.

b. What types of methods are used to analyze the data? What new information may be produced?

No methods are used to analyze the data. Any analysis is transaction-based without any PII included in the reports.

c. If the system uses commercial information, publicly available information, or information from other Federal agency databases, explain how it is used.

No commercial information, publicly available information or information from other Federal agencies is used by this system.

d. Is the system a contractor used and owned system?

Voyager is a commercial off the shelf product and is the property of the Bureau of Administration.

e. Privacy Impact Analysis: Describe the types of controls that may be in place to ensure that information is handled in accordance with the above uses.

The information is only accessible by appropriate and authorized library staff. In addition to the standard DoS IT security for access to OpenNet, the software includes several layers of internal security which is managed by only library employees. The system has transaction logs that document access.

5. Retention

a. How long is information retained?

The patron record is retained as long as the patron is an active user. Accounts without any activity during the past three years are purged.

b. Privacy Impact Analysis: Discuss the risks associated with the duration that data is retained and how those risks are mitigated.

The information will not be maintained longer than needed. There are minimal risks.

6. Internal Sharing and Disclosure

a. With which internal organizations is the information shared? What information is shared? For what purpose is the information shared?

No information is shared with internal organizations.

b. How is the information transmitted or disclosed? What safeguards are in place for each sharing arrangement?

Not applicable

c. Privacy Impact Analysis: Describe risks to privacy from internal sharing and disclosure and describe how the risks are mitigated.

Not applicable

7. External Sharing and Disclosure

a. With which external organizations is the information shared? What information is shared? For what purpose is the information shared?

No information is shared with external organizations.

b. How is the information shared outside the Department? What safeguards are in place for each sharing arrangement?

No information is shared outside the Department.

c. Privacy Impact Analysis: Describe risks to privacy from external sharing and disclosure and describe how the risks are mitigated.

Not applicable

8. Notice

The system:

- Constitutes a system of records covered by the Privacy Act.
System of Records Notice State-31 Human Resource Records
- Does not constitute a system of records covered by the Privacy Act.

a. Is notice provided to the individual prior to collection of their information?

Notice is provided through System of Records Notice State-31, Human Resource Records.

b. Do individuals have the opportunity and/or right to decline to provide information?

The individual has the right to decline but the information is required in order to check out materials from the library. Individuals will be able to use library materials within the library.

c. Do individuals have the right to consent to limited, special, and/or specific uses of the information? If so, how does the individual exercise the right?

No. There are no uses for the information other than for using the library system.

d. Privacy Impact Analysis: Describe how notice is provided to individuals and how the risks associated with individuals being unaware of the collection are mitigated.

Patrons are given notice prior to the collection of information. There are minimal risks.

9. Notification and Redress

a. What are the procedures to allow individuals to gain access to their information and to amend information they believe to be incorrect?

Patrons can elect to have access to their own electronic patron record and can change it. A patron must establish an account with a PIN in order to access his or her patron record online. In order to manage the electronic patron record, a patron must log on with account ID and PIN. A patron can access his or her account only. Alternatively, they can contact the Library and Library staff will make the changes. This information is available on the Patron Information Form.

b. Privacy Impact Analysis: Discuss the privacy risks associated with notification and redress and how those risks are mitigated.

There are minimal privacy risks.

10. Controls on Access

a. What procedures are in place to determine which users may access the system and the extent of their access? What monitoring, recording, and auditing safeguards are in place to prevent misuse of data?

All users maintain at least a public trust clearance in order to gain access to the Department's unclassified computer network. To access records in Voyager, the individual must first be an authorized user of the Department's unclassified computer network. Each prospective authorized user must first sign a user access agreement before being given a user account. The individual's supervisor must sign the agreement certifying that access is needed in order for the individual to perform his or her official duties. The user access agreement includes rules of behavior describing the individual's responsibility to safeguard information and prohibited activities (e.g. curiosity browsing).

Only Library staff with the client software physically installed on their desktops can access the patron records. Only staff that needs access to the patron records is granted that access by the security system within the software. Only specially-trained Library staff has access to the internal security system.

b. What privacy orientation or training for the system is provided authorized users?

Privacy of patron information is a long-standing tenet of librarianship and is integral to all library training for both technicians and degreed-librarians. Library staffs are trained on privacy issues as part of the training required before staff can access the system.

c. Privacy Impact Analysis: Given the sensitivity of PII in the system, manner of use, and established access safeguards, describe the expected residual risk related to access.

There is minimal or no expected residual risk.

11. Technologies

a. What technologies are used in the system that involves privacy risk?

There are no technologies associated with this system that involve privacy risk.

b. Privacy Impact Analysis: Describe how any technologies used may cause privacy risk, and describe the safeguards implemented to mitigate the risk.

Not applicable.

12. Security

What is the security certification and accreditation (C&A) status of the system?

C&A not required.