



Library System: Components that Interact with Patron Data

Integrated Library Systems (like Sierra) are a customer relations management system that provides patron-facing and back-end or staff-facing services through the library computer system, for example, the library catalog faces patrons as the library catalog, and on the staff side, the patron database. *The ILS connects:*

- *PC reservation and print management system, ex. Pharos, managed by BPL*
- *Subscription database/information aggregator, ex. Proquest, 3rd party*
- *Library catalog, ex. BiblioCommons, 3rd party*
- *Patron database, managed internally*

These systems allow the library to do things like:

- Catalog searching
- Circulation transactions
- Collecting fines
- Access to journal and other periodical databases
- Email and online chat reference services

Each of these systems interact with patron data and impact their privacy.

