

**Title: Accessible Resources and Services Records Retention Policy**

**Effective:** September 3, 2024

**Review Date:** September 3, 2024

**Status:** New Policy

**1.0 Purpose and Need**

As a subregional for the National Library Service for the Blind and Print Disabled (NLS), Virginia Beach Public Library's Accessible Resources and Services unit follows the guidance of NLS regarding record retention policies and practices.

**2.0 Acronyms**

ARS – Accessible Resources and Services

NLS – National Library Service for the Blind and Print Disabled

**3.0 Definitions**

A. Customer - patrons of the service, their care partners, and potential patrons of the service.

**4.0 Records Retention**

A. If a customer requests to permanently end the services they receive from ARS, their account is suspended.

B. After a full year of inactivity, customer and institutional accounts are suspended.

C. Records for suspended accounts are kept for a total of 5 years then disposed of.

D. Records for deceased customers' accounts are kept for 1 year then disposed of.

E. Records that are disposed of are done so according to NLS guidelines.

Approved by



Kimberly Knight Director of Libraries