

## **BIB.COM**

### **GUARDIAN MONITORING SYSTEM**

#### Overview & Technical Reference Guide

#### **Overview**

The following document contains information about the BIB.Com Guardian system for automated criminal records checking. This interface is available to you as a qualified client and is bound by the Service Agreement you signed. Your usage of this service may make you a "Consumer Reporting Agency" and therefore bind you to Federal and State laws concerning handling and reporting background information. This includes compliance with all FCRA guidelines.

#### **Description**

BIB.Com can provide you with an on-going, automated criminal record check for your staff via our Guardian system. After you provide us with the essential information on each staff member, our system will automatically check criminal records from each specified state and notify you of any recent criminal activity by your staff members. Through the BIB.Com website, you will be able to view and print the details of each criminal court case. Search results will be available online for up to 10 days from the day of discovery and will be refreshed when the case is updated or disposed of. Your Guardian service will not search for any historical cases so it is suggested that each staff member have a complete hand search performed before utilizing this system.

#### **WARNING ABOUT AUTOMATED SEARCH SYSTEMS**

Automated search systems offer incredible time saving advantages and cost reduction. However, automated searches have inherent disadvantages that may substantially alter the result set of your search. This occurrence is due to the fallible nature of the information available from State and Local agencies. This makes automated searches limited in their scope. For example, North Carolina data is one of the most comprehensive court records systems in the entire country and contains over 22 million records for everything from infractions to felonies. However, the data is not standardized and imperfect; therefore it is not possible with any automated search method to locate all cases belonging to your subject 100% of the time. Court clerks often mistype, and/or incorrectly enter information in these court records. Our system utilizes a *LE* accepted method for running automated searches. We require only that you provide a complete first and last name along with a Date Of Birth to process an automated record. Our system does not utilize an intelligent engine for the distinct retrieval of "possible" matches. You will only see those cases which contain exacting Name and DOB information.

#### **Coverage Area and Record Differences**

BIB.Com Guardian service has limited coverage areas. Please contact your account representative for a list of current coverage. Data from different jurisdictions may differ slightly in range and scope. If you are unfamiliar with the differences in the way government agencies maintain their court records, please see your account representative for assistance.

#### **Turnaround Times**

The Guardian service is initiated whenever the requested jurisdiction provides updated criminal records to the public. In some jurisdictions, information is not released by the controlling government agency for a period of time after the actual offense is disposed of. Guardian may not detect or uncover these offenses until the data is made available by the government agency. In some cases, this can be weeks or months, depending on how long the trial is continued. Moreover, some jurisdictions may provide updated records nearly every business day, while others provide updated records much less frequently. Our system recognizes when new records are available, and processes your name list soon thereafter. Whatever the time period may be, you will be notified (by email and/or the website) within 24 business hours when a record is found that matches one of the individuals on your list.

## **Security**

Access to Guardian search results can be made visible on the BIB.Com website to any specific user(s) with administrator access. Access to Guardian search results will not be available to any user who does not have administrator access.

## **Submitting and Modifying Your Guardian Staff List**

Once your service is initialized, you will be able to add new names and edit or remove existing names from your Guardian staff list via BIB.Com at any time. In addition, you may also upload to BIB.com an excel spreadsheet of your names for direct import into your Guardian list at any time. This will replace any list that has been previously submitted. The upload system is designed to be available for batch submission up to 24 hours a day and 7 days per week excluding system updates, and periodic maintenance.

- 1) **UPLOAD YOUR EXCEL FILE** - Once approved by your account executive and enabled in our system, a "Guardian Upload" menu item will appear on our website under the CONSOLE section. This section of our website will provide you with an easy to use interface for uploading your Excel Spreadsheets to our system, and managing the guardian file process. Batch files will be accepted only via our secured website.
- 2) **FILE VALIDATION** - Once your file is uploaded to our site, it will be loaded into your "Guardian QUE" where it will await validation processing. Validation of guardian files occurs automatically throughout the day. During validation, our batch system will scan your Excel spreadsheet for data errors. If any errors are discovered you will be notified by email (if you have one listed for your login account), as well as be notified within the Guardian Upload section of our site. In addition, any errors will cause the guardian file to be disabled in our system. From our website, you will be able to view and print an "Error Log" file, which will detail line by line, all of the data errors that were discovered in your spreadsheet. You must then correct the spreadsheet (on your PC), rename the Excel file and upload it again as a new submission.
- 3) **FILE IMPORT** - Should your guardian file pass the validation process without any errors, it will be scheduled for final processing into our guardian system. This usually occurs overnight. Your subjects will be loaded into our system, and processed just as they had been manually entered via our website.

So long as you pay close attention to the proper formatting of your Excel Spreadsheets (as outline below), you should not have any errors with your batch files. Normal turnaround time for the submission of validated files is usually less than 24 business hours.

## **Submitting Excel Spreadsheets**

When submitting your batch file with Excel, you must be certain to follow these instructions. Failure to do so may cause your file to be rejected for processing and will delay your completion times.

- 1) Supported Excel Formats include Excel Versions: 2003, 2002, 2000, or 1997. Guardian does not support Office 2007.
- 2) Each Excel file you provide should have a slightly unique name (try using the date or other reference text). This helps you identify the files on our online batch order system.
- 3) Provide only one Worksheet in your Excel File.
- 4) The Excel worksheet should be named "BIBBATCH".
- 5) Do not use any special formatting options such as underlines, bold, italics, colored backgrounds or text, tables, borders or formulas.
- 6) All cells within your worksheet **MUST** be formatted as TEXT only. Other formatting options will cause your data to transfer incorrectly to our system without our ability to discern whether it is accurate. **If this occurs, you will still remain responsible for services performed with the incorrect data.**
- 7) Your first ROW should include the following column names. All column names below marked as required **MUST** be included whether they are empty or not.
- 8) The data in each cell must conform to the minimum/maximum allowed lengths, and unless specified as not required (with a 0 minimum length), each cell must contain data if the column is provided.
- 9) Excel spreadsheets that do not contain the appropriate data will be rejected and returned to the client for correction.

Below is a list of required and optional fields for your Guardian staff list:

Field Name	Type	Min	Max	Req'd	Description
First_Name	Text	1	28	Y	The FULL first name of the subject.
Middle_Name	Text	1	28	N	The FULL middle name of the subject. <b>NOT REQUIRED</b>
Last_Name	Text	1	28	Y	The FULL last name of the subject.
Dob_Month	Numeric	2	2	Y	The two-digit month of the subjects birth date.
Dob_Day	Numeric	2	2	Y	The two-digit day of the subjects birth date.
Dob_Year	Numeric	4	4	Y	The four-digit year of the subjects birth date.
State_NC	Bit	1	1	Y	Specifies whether or not this person is to be searched in North Carolina. This variable must be specified.  Options: Set value = 1 to <b>enable</b> searching in this state Set value = 0 to <b>disable</b> searching in this state
State_VA	Bit	1	1	Y	Specifies whether or not this person is to be searched in Virginia. This variable must be specified.  Options: Set value = 1 to <b>enable</b> searching in this state Set value = 0 to <b>disable</b> searching in this state
State_CT	Bit	1	1	Y	Specifies whether or not this person is to be searched in Connecticut. This variable must be specified.  Options: Set value = 1 to <b>enable</b> searching in this state Set value = 0 to <b>disable</b> searching in this state
Reference	Text	0	15	N	This field allows you to assign a reference code or variable that will be stored with your search request on our system. This variable will appear with any results found for this person. Useful for tracking users to departments, or provide other ID for easy identification.

**END OF DOCUMENTATION**

## Employment Background Authorization & Release

I understand that a consumer report or an investigative consumer report (hereinafter referred to as "Report") may be procured at any time during my candidacy for employment and/or during my employment, contract work or volunteer work. I understand the Report may include information as to my character, work habits, performance, and experience, along with reasons for termination of past employment. I understand that as directed by Company policy, information may be obtained from public and private sources and may include information related to: social security number verification, criminal records, credit history, driver/motor vehicle records, employment, education, credentials and personal references. I also understand that the information I provide regarding my sex, race and date of birth will be used for the sole purpose of gathering the above mentioned information correctly, and will not be used to discriminate against me in violation of any law.

### Personal Information *(List all names used)*

Last	First	Middle
Name _____	_____	_____
Name _____	_____	_____
Name _____	_____	_____
Home Address _____	City _____	State _____ Zip _____
SSN _____	Date of Birth _____	Sex _____ Race _____
Drivers License Number _____	State Issued _____	Expires _____

I state that my personal information provided above is accurate to the best of my knowledge. I hereby authorize without reservation the procurement of a Report. Furthermore, I authorize any organization, person or agency to furnish information about me and I release any organization, person, agency and Company from any liability arising out of the request or release of the information contained in the Report. A photo or fax copy of this release form will be valid as an original thereof, even though said copy does not contain an original writing of my signature.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

### California, Minnesota and Oklahoma Residents only:

I understand that under State law, I have the right to receive a copy of the Report at no charge to me.

☐ Yes, I wish to receive a copy of the Report (check box).

### Report processed by:

Background Investigation Bureau, Inc.  
9710 Northcross Center Court  
Huntersville, North Carolina 20878  
Toll Free: (877) 439-3900