

Privacy Policy

General Rules

1. Library patrons must present their library card or a valid photo ID in order to check-out materials or receive information about their account.
2. Library patrons may not use someone else's card to check out materials, use the computer, or receive information about the account without the permission of the account holder. Permission may be granted in three ways:
 - a. The person is the parent or legal guardian of the account holder
 - b. The account holder gives their physical card to another person. The library assumes that a library card in the possession of another has been willfully given unless that card has been reported lost or stolen.
 - c. The account holder requests the library add another person's name to their account, granting them full access.
3. As the parent or legal guardian is the responsible party for their child's or vulnerable adult's account, all changes and permissions to those accounts must be made by the parent/legal guardian.
4. If a library patron chooses to allow a family member or a friend to check-out library materials on their behalf, the account holder is responsible for any and all materials checked-out on the card per the cardholder application they signed upon receiving a library card.
5. Library staff will not, under any circumstances, give community members personal* information about library patron accounts unless prior authorization, is in place.
 - a. The Library reserves the right to request the authorized individual show photo identification in order for staff to reveal personal* information about library patron accounts.
 - b. Possession of someone else's library card is not considered permission to receive personal* information. They may, however, receive account** information.
6. When requesting account** information over the phone, patrons must provide their library card number or the identifying number of the patron's photo ID that was used to open the account. Staff will not provide any personal* information about the account over the phone.
7. Library staff will not provide any personal information about other staff to community members. If appropriate, library staff will take a name and number and leave call back information for the staff member in question.

*Personal information is defined as information provided to the library by the patron such as, but not limited to, address, phone number, driver's license, birth date, etc.

**Account information is defined as information regarding library items circulated on the patron account such as, but not limited to, item due dates, fines, item renewal status, item hold status, etc.

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. In this library the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about library patrons and keeps that information private on their behalf.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states provide guarantees of privacy in their constitutions and statute law. Numerous decisions in case law have defined and extended rights to privacy. This library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

User rights—as well as our institution's responsibilities—outlined here are based in part on what are known in the United States as the five "Fair Information Practice Principles." These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to our users' privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: (paragraph break removed) "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

This privacy policy explains our library patrons' privacy and confidentiality rights, the steps this library takes to respect and protect their privacy when they use library resources, and how we deal with personally identifiable information that we may collect from our library patrons.

Notice & Openness

We affirm that our library users have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of library services.

We post publicly and acknowledge openly the privacy and information-gathering policies of this library. These policies are available upon request.

In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place private information on view for the public.

Information we may gather and retain about current and valid library users include the following:

- User Registration Information
- Circulation Information
- Electronic Access Information

- Information Required to Provide Library Services

Choice & Consent

This policy explains our information practices and the choices library patrons can make about the way the library collects and uses their information. We reserve the right to collect private and personally identifiable information crucial to the operations of this library. Further, if library patrons consent to give us their personally identifiable information by use of the library, we will keep it confidential and will not sell, license or disclose personal information to any third party unless we are compelled to do so under the law or to comply with a court order.

If library patrons wish to receive borrowing privileges, the library must obtain certain information about them in order to provide them with a library account. When visiting our library's website and using our electronic services, library patrons may choose to provide their name, email address, library card barcode, phone number or home address.

Library patrons have the option of providing us with additional contact information, such as an email address, for the purpose of notifying them about their library account. Library patrons may request that we stop notifications and remove any unnecessary contact information from our records at any time.

Access by Library Patrons

Individuals who use library services that require the function and process of personally identifiable information are entitled to view and/or update their information. Library patrons may view their personal information online and may modify their information in person at the library. In both instances, Library patrons may be asked to provide some sort of verification such as a PIN number or identification card to ensure verification of identity.

The purpose of accessing and updating your personally identifiable information is to ensure that library operations can function properly. Such functions may include notification of overdue items, recalls, reminders, etc. Library patrons wishing to know the library's process for accessing or updating their information are encouraged to speak with a library administrator.

Data Integrity & Security

Data Integrity: The data we collect and maintain at the library must be accurate and secure. We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our library patrons with access to their own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; destroying untimely data or converting it to anonymous form.

Data Retention: We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that should be regularly purged or shredded includes personally identifiable information on library resource use, material

circulation history, and security/surveillance tapes and logs. Library patrons have the option to keep their circulation history records for their own personal use. This option is turned off by default, and library staff do not have access to turn it on. The option may only be turned on through the patron's online account.

Tracking Users: We remove links between patron records and materials borrowed when items are returned and we delete records as soon as the original purpose for data collection has been satisfied unless the patron has requested otherwise. We permit in-house access to information in all formats without creating a data trail. Our library has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody, and we ensure that aggregate, summary data is stripped of personally identifiable information. We do not ask library visitors or Web site users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the Library's Web site restricted to registered borrowers under license agreements or other special arrangements. We discourage library patrons from choosing passwords or PINs that could reveal their identity, including social security numbers. We regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.

Third Party Security: We ensure that our library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to our library patrons' personally identifiable information, our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that personally identifiable information may be disclosed, we will warn our users. When connecting to licensed databases outside the library, we release only information that authenticates users as "members of our community." Nevertheless, we advise users of the limits to library privacy protection when accessing remote sites.

Security Measures: Our security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Our managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Our technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of passwords; and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

Staff access to personal data: We permit only Library staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from you to any other party except where required by law or to fulfill an individual user's service request regarding their own account. The Library does not sell or lease library patrons' personal information to companies, universities, or individuals.

Enforcement & Redress

Our library will not share data on individuals with third parties unless required by law. Library users who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Director of the Library. The Director and Board of Trustees will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

Only the Library Director or designee is authorized to receive or comply with requests from law enforcement officers and will confer with legal counsel before determining the proper response. The Library will not make library records available to any agency of state, federal, or local government, except in the case of suspected child endangerment, or if a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. Library staff and volunteers are trained to refer any law enforcement inquiries to library administrators.