

# Lane Library District

## Privacy and Confidentiality Statement

The Lane Library District's commitment to privacy and confidentiality has deep roots not only in law, but also in the ethics and practices of the library profession. In accordance with the American Library Association's *Code of Ethics*:

"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."

Lane Library District protects the privacy and confidentiality of all library users, no matter their age.

*Oregon Revised Statute* 192.501 and .502 exempt from disclosure under open records law "records of a library, including circulation records, showing use of specific library material by a named person or consisting of the name of a library patron together with the address or telephone number, or both of the patron." Lane Library District's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Outlined below are the rights of library patrons, as well as the responsibilities of this institution, which 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**:

This policy describes patron privacy and confidentiality rights, the steps this Library takes to respect and protect patron privacy when using library resources, and how the Library deals with personally identifiable information that may be collected from library users.

### **Notice and Openness**

We avoid creating unnecessary records, we avoid retaining records not needed for library business purposes, and we do not engage in practices that might place information on public view.

While the Library must maintain records of information such as overdue and lost items, outstanding fines, and payments to patron accounts, these records are kept secure and are purged from the Library's computer system when no longer needed for library business purposes.

### **Choice and Consent**

When you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party, except an agent working under contract to the Library, without your consent, unless we are required by law to do so.

We never use or share the personally identifiable information provided to us in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are required by law to do so.

### **Access by Users**

Individuals wishing to update or verify the accuracy of personal information may do so at the Library's service Desk. To ensure security of personal data, verification of identity will be required in the form of a photo I.D. (e.g., driver's license, passport, etc.)

The purpose of accessing and updating personally identifiable information is to ensure that library operations function properly. Such functions may include: notification of the availability of reserved or Interlibrary Loan items, reminders of overdue materials, etc.

## **Data Integrity and Security**

We take reasonable steps to assure data integrity.

We protect personally identifiable information by electronically purging or manually shredding data once it is no longer needed for library business purposes.

We have invested in appropriate technology to protect the security of any personally identifiable information while it is in the Library's custody.

We ensure that aggregate, summary data is stripped of personally identifiable information.

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.

### ***Tracking Users***

Library visitors or Web site users are not asked to identify themselves or reveal any personal information unless they are:

- borrowing materials
- requesting special services
- accessing the Internet in the Library
- 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 (such as databases or Library2Go).

### ***Third Party Security***

When connecting to resources outside the Library's direct control, the only information released is that which authenticates users as "members of the library community." The Library is not responsible for protecting personal information gathered by outside websites.

### ***Staff access to personal data***

Only authorized library staff with assigned, confidential passwords shall have access to personal data stored in the Library's computer system for the sole purpose of performing library work. Except when required by law or to fulfill an individual user's service request, the Library will not disclose any personal data collected from patrons. The Library does not sell or lease patrons' personal information to any individual or entity.

## **Compliance**

Lane Library District will not share data on individuals with third parties unless required by law. Patrons who have questions, concerns, or complaints regarding the Library's handling of their privacy and confidentiality rights should file written comments with the Library Director.

Only the Library Director or designee is authorized to receive or comply with requests from law enforcement officers. Library records will not be made available to any agency of the state, federal, or local government unless the Library is served with a subpoena, warrant, court order, or other authorized request that legally requires compliance. All library staff and volunteers have been trained to refer any law enforcement inquiries to the Library Director.

## **Parents and Children**

We respect the privacy and confidentiality of all library users, no matter their age. Parents or guardians of a child under age 18 who wish to obtain access to their child's library records should make an appointment with the Library Director to discuss their request.

## **Third Party Security**

When connecting to licensed databases outside the Library, we release only information that authenticates users as registered Creswell Library borrowers. Nevertheless, users must be aware, when accessing remote sites, that there are limits to the privacy protection the Library can provide.

## **Cookies**

Users accessing the Library's Web site will need to enable cookies in order to access a number of resources available through the Library. Our library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. Cookies sent by our library servers will disappear soon after the user's computer browser is closed.

## **Security Measures**

Our procedures limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. We limit 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**

Library staff may access personal data stored in the Library's computer system only for the purpose of performing their assigned library duties. Staff will not disclose any personal data we collect from you to any other party except where required by law or to fulfill your service request. The Library does not sell, lease or give users' personal information to companies, governmental agencies or individuals except as required by law or with the user's authorization.

## **Enforcement and Redress**

If you have a question, concern, or complaint about our handling of your privacy and confidentiality rights you may file written comments with the Library Director. We will respond in a timely manner and may conduct a privacy investigation or review of practices and procedures. We conduct such reviews regularly to ensure compliance with the principles outlined in this statement.

The Library Director is custodian of library records and is the only party authorized to receive or comply with public records requests or inquiries from law enforcement officers. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to the Library Director.

## **Illegal Activity Prohibited and Not Protected**

Users may conduct only legal activity while using library resources and services. Nothing in this statement prevents the Library from exercising its right to enforce its Rules of Conduct, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The Library can electronically monitor public computers and external access to its network and reserves the right to do so when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library users, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) perpetrating a violation.