

3-1. Patrons

Policy 3-1-1. Privacy and Confidentiality of Library Records

Adopted 1/25/2018

Revised 9/27/2018

Josephine Community Library District (JCLD) protects the privacy and confidentiality of all library users, no matter their age. JCLD privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Oregon Revised Statute (ORS) 192.355 (Public Records Exempt from Disclosure) section 23 exempts from disclosure under Oregon Public Records law the records of a library, including:

- Circulation records, showing use of specific library material by a named person.
- The name of a library patron together with the address or telephone number of the patron.
- The email address of a patron.

JCLD's commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. 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."

This policy explains JCLD patrons' privacy and confidentiality rights and responsibilities, the steps JCLD takes to respect and protect the privacy of patrons who use library resources, and how JCLD deals with personally identifiable information it collects from its users.

A. Privacy and Confidentiality Practices

JCLD avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place information on public view.

Information JCLD may gather and retain about current library users includes the following:

- Information required to register for a library card. Identifying information retained within the integrated library system may be deleted or altered upon patron request.
- Records of material checked out, charges owed, payments made.
- Electronic access information.
- Requests for interlibrary loan or reference service.
- Sign-up information for library classes, programs, and so on.

B. User Access and Responsibility

Patrons are entitled to view their personally identifiable information and are responsible for keeping their information accurate and up-to-date.

C. Data Integrity and Security

JCLD takes reasonable steps to assure data integrity. JCLD protects personally identifiable information by electronically purging or manually shredding data once it is no longer needed for library business purposes. JCLD has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody. JCLD ensures that aggregate summary data is stripped of personally identifiable information. JCLD regularly removes cookies, web history, cached files, and other computer and Internet use records and other software code that is placed on library computers or networks.

D. Parents and Children

JCLD respects 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 must provide the child's library card or card number.

E. Third-Party Security

JCLD ensures that the library's contracts, licenses, and offsite computer service arrangements reflect JCLD's policies and legal obligations concerning user privacy and confidentiality. JCLD agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors.

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

F. Cookies

Users accessing the library's website must enable cookies to access a number of resources available through the library. The 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 the library servers disappear soon after the user's computer browser is closed.

G. Security Measures

JCLD procedures limit access to data and ensure that those individuals with access do not use the data for unauthorized purposes. JCLD limits access through use of passwords and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

H. Volunteer and Staff Access to Personal Data

Library volunteers and staff may access personal data stored in the library's computer system only for the purpose of performing their assigned library duties. Volunteers and staff will not disclose any personal data collected from patrons to any other party except where required by law or to fulfill the patron's 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.

I. Enforcement and Redress

Patrons with questions, concerns, or complaints about JCLD's handling of privacy and confidentiality rights may file written comments with the library public services director. JCLD will respond in a timely manner and may conduct a privacy investigation or review of practices and procedures.

The library director is the custodian of library records and is the only party authorized to receive or comply with public records requests or inquiries from law enforcement officers. The library director may delegate this authority to designated members of the library's management team. The library director confers with the JCLD Board of Directors before determining the proper response to any request for records. JCLD does not make library records available to any agency of the 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. JCLD has trained all library staff and volunteers to refer any law enforcement inquiries to the library director.

J. 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 Policy 3-1-2, *Patron Responsibilities and 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.