

ROXBURY PUBLIC LIBRARY

PRIVACY AND CONFIDENTIALITY POLICY

The Roxbury Public Library shall endeavor to create and maintain only necessary records. The Library shall create and follow a schedule of deletion of personally identifiable information when such information is no longer necessary for the efficient operation of the library.

GENERAL

1. The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal state and local law.
2. To make this policy easy to find, the Library makes it available on the Library's Website and at every point where personally identifiable information may be requested.
3. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
4. Protection of confidentiality includes library database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.
5. The Library does not collect personal information about a library user when a user visits the Library's website, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. The user has the option to participate or not participate.
6. Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary library user surveys.

LIBRARY CARDS AND CIRCULATION RECORDS

7. To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. For more information on applying for a library card, please see the Circulation Policy.
8. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.
9. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time.
10. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

PUBLIC COMPUTER USE AND THE LIBRARY'S ONLINE SYSTEM

11. Library uses public internet computers as well as open Wi-Fi. Internet browsing history does not automatically delete at the end of a computer session. For more information on public computer and Wi-Fi use please see the Internet Use Policy.

12. The Library's online public access catalog system offers library user self-activated features, using "My Account". Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search and checkout history at any time.

EMAIL, WEB FORMS, AND REFERENCE QUESTIONS

13. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.

14. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

15. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.

16. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

WORKING WITH LAW ENFORCEMENT AND THE UNITING AND STRENGTHENING AMERICA BY PROVIDING APPROPRIATE TOOLS REQUIRED TO INTERCEPT AND OBSTRUCT TERRORISM ACT (USA PATRIOT ACT)

17. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

18. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.

19. The Library Director, and/or any person duly appointed in writing by the Library Director, shall be responsible for handling all law enforcement or similar requests to obtain the Library's confidential information. The Library Director shall immediately consult with appropriate legal counsel to determine if such a request is in proper form and to formulate an appropriate response. The Library staff shall immediately refer all law enforcement inquiries to the Library Director, or in his or her absence, to the duly appointed person, and shall not release and Library confidential information until authorized in writing by the Library Director or duly appointed designee.

20. The Library's confidential information is not available without the production of a valid subpoena or court order.

Adopted by the Board of Trustees

Cynthia Newby, Chair

2/12/2016

Dated