

Statement on Privacy and Confidentiality of Library Records

Introduction

Lake County Libraries provide inviting community spaces to nurture young readers, explore stories and information, and connect with others. Our SIRCLE of values-- Service, Integrity, Respect, Community, Learning, and Excellence--drives every action we take to satisfy our mission.

This privacy statement explains the privacy and confidentiality rights and responsibilities of library users, also known as patrons. It describes how we deal with personally identifiable information we collect from our patrons, and the steps Lake County Library takes to respect and protect patron privacy when using library resources.

Patron Library Records Exempt from Public Records

In the State of Oregon, laws exist to ensure that government is open and that the public has a right to access appropriate records of state and local government. To protect individual's privacy, there are also exceptions to the public's right to access public records.

Consistent with Oregon law, including Oregon Revised Statute 192.355 (23), the Lake County Library will not disclose the records of the library, including circulation records: (a) showing use of specific library material by a named person, (b) the name of a library patron together with the address or telephone number of the patron, (c) the email address of a patron. Lake County Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Lake County Library protects the privacy and confidentiality of all library users, no matter their age. Our 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."

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Privacy and Confidentiality Practices

In the State of Oregon, laws exist to ensure that businesses and government meet certain expectations to ensure the safety of personal identifying information as a means to protect consumers from identity theft. Consistent with the Oregon Consumer Identity Theft Protection Act (ORS 646A.600-628), the District provides the following information about our handling of personal identifying information.

Notice and Openness

We post publicly the library's privacy and information-gathering practices. Whenever practices change we notify our users. Information we may gather and retain about current library patrons includes the following:

- Information required to obtain a library card (e.g. name, address, telephone number, e-mail address, birthdates, driver's license or other identification number)
- 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 or programs

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

Choice and Consent

We will not collect or retain your private and personally identifiable information without your consent. If you consent to give us your personally identifiable information, we will not sell, license or disclose personal information to any third party without your consent, except an agent working under contract to the library or 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 giving you an opportunity to prohibit such uses unless we are required by law to do so.

If we make a service available for your convenience that may in some way lessen our ability to protect the privacy of your personally identifiable information or the

confidentiality of information about your use of library materials and services, we will both:

- Provide you with a privacy warning regarding that service.
- Make it possible for you to "opt in" or "opt out" of that service.

User Access and Responsibility

You are entitled to view your personally identifiable information and are responsible for keeping your information accurate and up-to-date. Library staff can explain the process for accessing or updating your information.

Data Integrity and Security

We take reasonable steps to assure data integrity. We have invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody.

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

Parents and Children

We respect the privacy and confidentiality of all library users regardless of 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. In the absence of a card, verification will be based on the responsible party who signed for the child's card at issue and may require photo ID.

Items on Hold

Items placed on hold for library users are stored with the patron's name in public areas of our libraries. Patrons who do not want hold items stored with their name in a public area can make other arrangements with library staff.

Third Party Security

We ensure that the library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and

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confidentiality. Our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information.

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

Some patrons may choose to take advantage of hold and overdue notices via e-mail or similar services that send personal information related to library use via public communication networks. The library has limited ability to protect the privacy of this information once it is outside our control.

Cookies

Users accessing the library's website may 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 your library account or licensed library resources.

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.

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.

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. The Director confers with our legal counsel before determining the proper response to any request for records. 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.

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 insure compliance with the principles outlined in this statement.

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 Patron Rights and Responsibility Policy, 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.