

Library Privacy and Confidentiality

Policy #4

It is the policy of the Jefferson County Library District (JCLD) to protect the privacy of any library customer who uses the Library. The Library shall not yield any information about the Library's customers or their reading to individuals or any private or public agency, local, state, or federal, without an order from a court of competent jurisdiction. This commitment complies with state and federal rules and is consistent with the [American Library Association's Code of Ethics](#).

The Oregon Revised Statute 192.502 (23) exempts from disclosure under open records law. The Library will regard the disclosure of any library record, the primary purpose of which is to maintain control of library materials or gain access to information, which discloses or could be used to reveal a library user's identity as an invasion of privacy. Information gathered about library customers shall be limited to that which is necessary to retrieve borrowed materials. Information concerning outstanding charges or unreturned overdue library materials checked out by individuals may be divulged or made public by the Library in seeking to recover such materials.

Illegal activity is not protected. Staff is authorized to take immediate action to protect the security of library users and staff, facilities, computers, and the network. This includes local law enforcement and providing information that may identify the violators.

After conferring with the Board of Directors and legal counsel, only the Director or designee is authorized to accept or comply with subpoenas, warrants, court orders, or other investigatory documents directed to the Library or pertaining to library property.

Access by Users

Users have the right to access their own personally identifiable information (PII). The Library can provide users with the PII gathered, such as name, address, telephone number, email address, and listing of items overdue, lost, or damaged. Users must present with a valid state or federal photo ID before a request is fulfilled.

Data Integrity and Security

Data Integrity. Whenever personally identifiable information is collected, the Library takes reasonable steps to ensure its integrity, including using only reputable sources of data, providing library users access to their data, updating information as library card accounts are renewed, destroying untimely data, or converting it to an anonymous form, and stripping personal information from aggregated, summary data.

Shared Data. Patron records are shared within the Tri-County libraries. The JCLD ensures that timely corrections and deletions of data are made on a routine basis. Library PINs are initially set by the library system and can be changed by request at the Library's Circulation Desk.

Security. Security measures are integrated into the Library's operating environment's day-to-day practices as part of its continuing commitment to risk management. Library staff may access personal data stored in the Library's computer system only as necessary to fulfill library functions. Staff is prohibited from disclosing personal data to any other party unless required to complete a 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 a user's authorization.

Administrative Measures. Library staff is trained in privacy and confidentiality so that those individuals with access do not utilize the data for unauthorized purposes. The Library staff routinely shred PII collected on paper if transactions are complete.

Electronic Tracking. The Library does not collect personally identifiable information by users' log-ins or email, web browsing, cookies, or other usages. All Library computers have the software installed that cleans any PII when turned off.

Data Retention. The Library avoids creating unnecessary records and retains records in conformance with applicable records retention regulations. Library staff does not have information on previous checkouts unless an item was lost or damaged, and then that information stays on until the account is paid. Patron requests for Interlibrary loans are retained until the item has been filled, and then the email or form is deleted. Reference requests are deleted as completed.

Enforcement and Redress. Redress is available for library users who feel their privacy and confidentiality rights have been violated. A customer must present the Director or designee with a written complaint, along with their contact information. The customer must present a valid state or federal photo ID at the time. The Director or designee will investigate and provide a written response within one week, letting the customer know whether the violation occurred and the possible redress. If a violation did occur, the Director will review policies and procedures within 48 hours, and adjust or correct procedures to close the gap and avoid future breaches.

Parental Access to Circulation Records.

The Library recognizes that, to some extent, parents should have access to their children's circulation records. However, it also acknowledges that children have rights and should be entitled to some privacy level. This policy is an attempt to balance the needs of both parents and children.

Circulation records are records of what has been checked out on a particular library card. The Library does not keep any circulation records beyond what is currently checked out on the card and any unpaid fines. Once items have been checked back into the Library or fines have been paid, the patron's record is cleared. There is no way to review past circulation records of a particular patron.

To get a library card, children under the age of 17 must have a parent or guardian co-sign the application form. As co-signers, parents are then responsible for any late fees or lost books. For this reason, parents and guardians whose signatures appear on a child's library card application shall have ready and immediate access to the circulation records of their children.

Children 17 years of age or older may obtain a library card without a parent's signature, and they are responsible for any late fees or lost books. Circulation records of persons 17 years of age or older follow the same confidentiality as adults. These records are protected.