

Crystal Lake Public Library Privacy and Confidentiality Policy

I. Purpose

The Crystal Lake Public Library Board of Trustees affirms that privacy and confidentiality are essential to the exercise of free speech, free thought and free association. In this Library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

Crystal Lake Public Library is committed to protecting the privacy of our patrons, donors, staff and other contacts. The Library will collect no personal information about a patron when s/he uses our services or participates in our programs unless s/he chooses to provide that information. Any information s/he chooses to provide will only be used to provide or improve library services. Patrons should be aware that in some cases, if they choose not to provide personal information, they might not be able to use a service or participate in a program.

The Library will keep confidential any information sought or received, and materials consulted or borrowed, including database search records, circulation records, interlibrary loan records and other personally identifiable uses of library materials, facilities or services.

II. Information collected

A. Circulation records

The Library does not use a paper process to collect and track circulation records. It is done electronically. The Library maintains information provided by patrons from the registration form they complete when they register for a library card. When an item is checked out, that item is tied to the borrowing patron's record in the library's system. When an item is checked back in, the link between the patron and the material is broken.

The Library's computer system has a logger file for technical purposes that logs every transaction in the system to ensure that if there is a data corruption or system problem, the Library can rebuild the data from the logger file. That data is purged regularly.

B. Computer Workstations**1. Scheduling system**

The Library uses a computerized scheduling system to manage access to some computer workstations. Patrons need to complete a Computer Use Agreement before they can use those computers. The information collected from this form is used to develop a unique record that allows patrons to sign on to the Library's computer network.

The scheduling system creates a daily log that manages access to the computers. The daily log is erased at the end of the day. From time to time, the Library may accumulate this information for a longer period to determine the best way to provide access to its computers. Once the data is analyzed, the log will be erased.

2. Internet

The Library does not collect information on patrons when they visit the Crystal Lake Public Library website.

As patrons browse the Internet, the web pages that they link to from the Library's site or as a result of searches they perform may collect information on them. Crystal Lake Public Library is not responsible for the privacy practices of other sites. Those privacy practices may be different from the ones described in this policy. The Library encourages patrons to become familiar with the privacy practices of the other sites they visit.

3. Files

When patrons are using the Library's word processing software, they are encouraged to save their files to a disk. Any files saved to the Library's desktop will be accessible to other library patrons until the Library erases it from the desktop.

C. Credit card information

Any credit card information provided for donations, fines or fees is secure and used only for the intended purpose.

D. E-mails and Web forms

Personal information that patrons provide by e-mails or web forms will be used only for the purpose described at the point of collection, such as to send information or provide library services to them or to respond to their

questions or comments. If patrons provide contact information, the Library may contact them to clarify their comment or question, or to learn about their level of customer satisfaction with library services.

E. Equipment and Study Room sign-up

Sign-up lists are maintained on paper to manage access to various equipment and study rooms throughout the Library. The lists are necessary to provide equitable access to library patrons. The information on the lists may be used to collect usage statistics. Once those statistics are collected, the lists are destroyed.

F. Forms

Personal information that patrons provide on paper forms to use a Library service are used only for the purpose described at the point of collection, such as suggesting a particular title to the Library or scheduling the use of a meeting room. If patrons provide contact information, the Library may contact them to clarify their request.

G. Homebound files

Files are maintained for participants in the Library's Homebound program. The information contained in these files is used to provide Library materials to the participants in the program. The file and the information contained in them are destroyed regularly after the files become inactive.

H. Interlibrary Loan records

Patrons are required to provide personal information to request Interlibrary Loan materials. This information is necessary to contact patrons and circulate the material once it has arrived at Crystal Lake Public Library. The Library retains paper copies of interlibrary loan requests for statistical purposes and to comply with Copyright laws. Once they are no longer required for those purposes, the records are destroyed.

I. Library cards

The Library requires patrons to complete a registration form before it will issue a library card. The personal information collected as part of this process is necessary to loan materials and participate in some library programs.

J. Program sign-up

A patron may be asked to provide personal information to sign up for a Library program. This information may be used to contact the patron and to ensure that patrons are eligible to participate in a particular program.

The information provided may also be used to compile statistics. Once those statistics are collected, the information is destroyed.

K. Security

For site security purposes and to ensure that this service remains available to all users, Crystal Lake Public Library uses software to monitor network traffic to identify unauthorized attempts to upload or to change information or otherwise cause damage. Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be referred to law enforcement agents. Except for these purposes, no other attempts are made to identify individual users or their usage habits.

III. Access to Patron Information

A. Users

Individuals who use library services that require the function and process of personally identifiable information are entitled to view and/or update their information. Patrons may view their circulation and computer use records in person. They will be asked to provide ID to verify their identity.

The purpose of accessing and updating personally identifiable information is to ensure that library operations can function properly. Such functions may include notification of holds, overdue items, etc.

B. Parents

Parents and/or legal guardians may view the circulation and computer registration records of their minor children. Parents and/or legal guardians will be asked to provide ID to verify their identity.

C. Law enforcement

The Crystal Lake Public Library recognizes that law enforcement agencies and officers may occasionally believe that library records contain information that may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the Library may be required to provide access to Library records. Library records will not be made available to any agency of the federal, state or local government unless required by law.

Once the Library is compelled to provide patron information, Library Staff will cooperate with law enforcement officials to allow access to items within the scope of a subpoena or a search warrant. At the same time, it

is the responsibility of Library Staff to seek to protect the rights of patrons in accordance with the Illinois Library Records Confidentiality Act (75 ILCS 70/1-2) and this Privacy and Confidentiality policy.

Only the Library Director or a Library Privacy Officer is authorized to receive or comply with requests from law enforcement officers. The Library will confer with legal counsel before determining the proper response.

IV. Enforcement & Redress

Patrons who have questions, concerns or complaints about the Library's handling of their privacy and confidentiality rights should file written comments with the Library Director.