

Crystal Lake Public Library Privacy and Confidentiality Policy

I. Purpose

Crystal Lake Public Library (CLPL) is committed to protecting the privacy of all who use its services in compliance with Illinois state law and professional standards related to the personal information of library users.

II. Library Records

Under the Illinois Library Records Confidentiality Act (75ILCS70), “The registration and circulation records of a library are confidential information. No person shall publish or make any information contained in such records available to the public...”

Confidentiality extends to information sought or received, material consulted or borrowed and includes database search records, reference interviews/questions, circulation records, interlibrary loan transactions, registration records and all other personally identifiable uses of library materials, facilities or services.

III. Types of Information Collected

CLPL collects and maintains personal information for each user in two categories:

A. Permanent Data

- 1) Name
- 2) Address
- 3) Telephone numbers (work, cell phone and/or home)
- 4) Email address
- 5) Birth date
- 6) Payment received

- B. Temporary Data
 - 1) Items checked out
 - 2) Reserved materials
 - 3) Fees
 - 4) Computer use
 - 5) Program registration

Temporary data is purged on a regular basis when it is no longer needed.

IV. Data Privacy and Third-Party Vendors

CLPL uses third-party vendors to provide digital content, including ebooks, digital audiobooks, movies, music, online resources and more. Some of these vendors may collect and share the personally identifiable information (PII) provided to them. Patrons can choose not to use these third-party vendors.

The information that could be collected by third-party vendors may include:

- A. Feedback, suggestions, request for information or shared content
- B. Internet address (IP Address), search history, location-based data and device information
- C. Non-personally identifiable information, such as ad views, analytics, browser information, cookie data, date/time of request, demographic data, hardware/software type, interaction data, serving domains, page views and web pages visited immediately prior to visiting the site
- D. Other data as described in the vendor's privacy policy and terms of use

V. Credit Card Information

CLPL complies with the Payment Card Industry Data Security Standard (PCI DCC). It does not store cardholder data in electronic format, nor does it process or transmit any cardholder data on its system or premises. Retention of cardholder data is limited to paper reports or receipts that do not contain full credit card numbers, expiration dates, PINs or other sensitive information.

VI. Release of Information

Circulation, registration information and information retrieval records may not be disclosed except to:

- A. The cardholder (with card or other proper ID)
- B. The parent or legal guardian of a child 17 years of age or younger

- C. Persons authorized by the cardholder to access the individual's records. The cardholder must first sign a Release of Information Form before any information can be shared.
- D. Staff of CLPL to conduct its normal business. This includes releasing information when necessary to a collection agency to recover unreturned items.
- E. Representatives of any local, state or federal government pursuant to subpoena or search warrant authorized under the authority of local, state or federal laws relating to civil, criminal or investigative power.

CLPL occasionally conducts promotional campaigns to inform the community of its services and may use patron email or postal addresses from patron account information for this purpose. CLPL does not sell, lease or otherwise distribute or disclose patron name, email address, postal address, telephone number or other personal information to outside parties.

Online suggestions and other general email to CLPL which do not apply to borrowing or intellectual pursuits may be considered public records under Illinois law.

VII. Enforcement & Redress

Patrons who have questions, concerns or complaints about CLPL's handling of their privacy and confidentiality rights should submit their concerns in writing to the Executive Director.