

# Patron Privacy Policy

The Pennsauken Free Public Library makes every effort to protect the privacy and personal information of those who use the library and its services. This policy applies to all circulation and library use records, including use of the internet as well as any other personally identifiable information.

The Library and its staff adhere to the American Library Association Code of Ethics that states in Article III: "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."

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

We recognize that in our increasingly networked and digitized environment, new challenges in protecting privacy and personal information are bound to arise. We are committed to staying abreast of new developments in the arena of privacy and data collection, as we continue to adhere to the highest standards of responsible and transparent data practices.

## Confidentiality of Library Records

In keeping with the State of New Jersey Statutes § 18A:73-43.2, Pennsauken Free Public Library staff will not respond to any informal request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, email requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services. All library records relating to an individual library user's use of the library and its resources are confidential. These records may be consulted and used by library staff in the course of carrying out library operations but will not be disclosed to others except upon the request or consent of the library user, or pursuant to subpoena, court order or otherwise required by law.

As a public institution, the Library is legally obligated to comply with the information request requirements of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act, commonly known as the **USA Patriot Act**, enacted on October 2, 2001.

## The USA PATRIOT Act

Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for library records for investigations relevant to national security or terrorism. Libraries or librarians served with these search warrants may not disclose, under penalty of law, the existence of the warrants or the fact that records were produced as a result of the warrants. Patrons cannot be told their records were given to law enforcement agencies or that they were the subjects of FBI investigations.

Library staff who are approached by a law enforcement officer or agent with any request or court order to examine or obtain the library records of any library user will ask for identification and direct the officer or agent to the Library Director or other designated person in charge.

The Library Director, or any person duly appointed in writing by the Director, shall be responsible for handling all law enforcement or similar requests to obtain confidential information held by the library. The Library Director will then inform the Library Board President and seek the advice of the Library Attorney.

## **Confidential Information Retention**

The Pennsauken Free Public Library does not sell cardholder information to third parties and does not disseminate cardholder information except as required by law. The library collects only enough information necessary to transact library business and provide services consistent with our mission. Technology solutions are employed to help keep personal information reasonably secure from unauthorized access. The library complies with the New Jersey Division of Archives & Records Management (NJDARM) in accordance with maintaining, retaining, and destroying public and confidential information.

## **Personally Identifiable Information**

The personally identifiable information collected to open or maintain a library account (address, phone number, date of birth and email address) are used only to perform library transactions, track materials, and provide services that align with our mission. The library does not retain records longer than needed to facilitate library operations. All information about the individual cardholder is confidential except for notification and collection of overdue materials.

The library makes every effort to protect the privacy of our patrons when using the library's materials and resources, searching the library catalog, and using the library's website and public access computers.

## **Remote Access to Electronic Resources and Web Server Usage Tracking**

The library may track the usage of the library website and other library systems and services accessed through library servers. Use of electronic services is logged automatically by servers and software programs are used to summarize data from those visits. The data summaries do not identify individual visitors by name. The library uses this information only as anonymous aggregate data to determine the number of visitors to different sections of our site and to help us gauge interest in various content areas.

The library's website uses "cookies" to enable customization of individual visits. Some Library electronic services, such as the library catalog and remote databases, place temporary cookies for current sessions. These cookies do not capture personal information or compromise visitor privacy, and they are deleted when sessions are ended.

Some of the library webpages contain links to external sites not maintained by the library. The library cannot be responsible for the privacy of information disclosed to outside websites.

The Library has teamed up with reputable third-party vendors in order to provide certain services (e.g. OverDrive, Hoopla) to its online users. The New Jersey Confidentiality statute, **N.J.S.A. 18A:73-43.2.**, may not apply to these third-party vendors. In cases when users leave the Library's site to visit one of its partners' sites, users are encouraged to become familiar with the privacy statements of each site they visit.

Many of the library's electronic databases can be freely accessed from anywhere by anyone with a Pennsauken library card. The vendors of some of these databases collect statistics such as the names of the databases used, how often, and whether they are used in the library or by remote access. This information is provided to the library. The Library does not use this information to track or record information about individuals.

## **Security of Library Records**

PFPL maintains its own computer network. The Library makes every reasonable effort to protect its network from hackers. Our technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of

passwords; and storage of data on secure servers or computers that are inaccessible from a modem or network connection. Any electronic communication that customers send to The Library is not necessarily secure against interception.

Regardless of how the information is received, the Library does not retain sensitive information longer than is necessary to complete the related transaction.

### **Public Computers, Wi-Fi Network and Printing**

Cookies are small text files placed on user computers by a website to enable customization of individual visits. Some Library electronic services, and remote databases, set temporary cookies for current sessions. These cookies do not capture personal information and are deleted when sessions are ended. Visitors can refuse the cookie by using instructions provided in browsers. Refusing or disabling cookies may result in an inability to access some library services from computers within the Library.

The Library also deletes Web browsing history, cached files, stored password(s), and other browser storage on our public workstations.

Wi-Fi access is granted using the least amount of information necessary to provide internet service to the customer. Any personally identifiable information is anonymized and used only for usage statistic purposes.

Documents printed on library printers are immediately deleted from the print queue. Any documents not printed by the end of the day are automatically removed from the print queue system.

### **Library Use of Email**

The Library requests email contact information in order to provide information about the library's services and upcoming events as well as reminders that material checked out is about to become due or is overdue. Any cardholder can decline to receive emails from the library at the time of registration, at a later date by contacting the library via phone, or by unsubscribing directly.

Other than the library's newsletter, the library does not disclose patrons' email addresses or other personally identifiable information to third parties.

The Library is not responsible for the privacy and security practices of non-library websites and email providers accessed from a library workstation or laptop. Computer users should review each site's policies and security practices and take other reasonable precautions.

### **Confidentiality for All Cardholders**

The library's confidentiality policy, consistent with state and federal law, as well as the [American Library Association's Code of Ethics](#) and the [Library Bill of Rights](#), applies to all cardholders. Parents or guardians of children under the age of 18 will be given information about items checked out to their child's account upon request only if the account contains an outstanding balance of \$20 or more. Whose account is not linked or Parents or guardians must show a valid form of ID or other material reasonably evidencing legal guardianship of such a child.

Physical possession of a library card or library card number may serve as a proxy for authorization to obtain information and services for and about another cardholder. For example, a cardholder may present another cardholder's library card for purposes of picking up books on the "hold" shelf or to make inquiries about overdue fines.

## **Patron Responsibilities**

Library patrons have the responsibility to safeguard their personal privacy, report lost library cards, manage their library account privacy settings, familiarize themselves with the privacy policies of the third-party vendors they access, and be aware that the Library cannot protect the privacy of data that is transmitted to third parties via the Internet.

We recognize that in our increasingly networked and digitized environment, new challenges in protecting privacy and personal information are bound to arise. We are committed to staying abreast of new developments in the arena of privacy and data collection as we continue to adhere to the highest standards of responsible and transparent data practices.

*Approved by Board of Trustees: September 27, 2021*