Crawfordsville District Public Library

Patron Privacy Policy

Adopted: 12/11/2003; Revised: 2/11/2021

Introduction

The Crawfordsville District Public Library is committed to protecting the privacy and confidentiality of customer records. The library will not sell, share or trade our library patrons' names, personally identifiable information, or library account information with any other entity except those working under contract on behalf of the library or as required by law. Nor will we send mailings to our customers on behalf of other organizations not directly affiliated with the Crawfordsville District Public Library.

What Information We Collect

The library strives to collect the least amount of personally identifiable information from patrons. We keep your information as long as required by Indiana State Law. The library does not engage in practices that might place personally identifiable information on public view without consent of the patron.

To obtain a library card, we collect the following information on paper or through a website form and record it in an electronic database: full name, address, phone number, work address, work phone number, birth date, gender, PIN, e-mail address, and driver's license number (if applicable). For minors, parent name, parent address, and school district information also will be recorded.

A PIN (Personal Identification Number), in conjunction with the library card number indicated on your card, is required to view your account information from one of the library's OPACs (Online Public Access Catalogs) or from any computer with Internet access when you use the CDPL catalog. We do not write your PIN on your card; it is your responsibility to remember and protect your PIN. Your PIN may be changed by staff upon request and is confidential. If you lose your library card, please notify us as soon as possible.

Along with information required to register for a library card, it is standard library practice to collect the following information:

- Library barcode number or guest pass number used to log on to public computers

- Records of items currently checked-out, items requested, interlibrary loans, fees owed, payments made, date of last activity

- Sign-up information for library programs or research services

- Email address and/or cell phone number to receive library notices (almost overdue, overdue, holds) by email or text with patron consent
- Reading history of items borrowed with patron consent. This list includes only items checked out from the library and not from our third-party vendors who provide eBooks, audiobooks, etc.

The library uses Google Analytics to collect data about the use of our website to make improvements to the website and track trends. Data collected includes:

- Browser type
- Device type
- Engagement information (sessions, session duration, page views)
- Geography (internet service provider location, language)
- Network service provider
- Operating system
- Referrals (web address customer coming from)

Any personally identifiable information given to the library in email messages, web forms, in-person or telephone reference, or other communications is used only for the purpose for which it was originally collected.

Confidentiality of Library Records

In accordance with Indiana Code IC 5-14-3-4 and American Library Association policies on library records, all records relating to library patrons and their use of library materials and services are strictly confidential. Minors are accorded the same confidentiality rights as adults under Indiana law.

Library staff may access personally identifiable information stored in the library management system only for the purpose of performing assigned library duties. Library staff members are not authorized to disclose such records to any third party except where required by law or to fulfill your service request.

The Library cannot guarantee that reference and informational transactions by telephone or at a public service desk are secure and confidential as they might be overheard by other individuals.

CDPL does not make any information about you or your use of library services or materials available to anyone or any group except in these situations:

Subpoena, Search Warrant, Court Order

Library records and information are not made available to any agency of the state, federal or local government without a subpoena, warrant, court order or

other legal document requiring the library staff member to do so. All staff have been trained to refer any law enforcement requests to library administrators.

Emergencies

Emergencies involving public health/safety may require an immediate decision. In such cases, the Director or other designated staff member will be contacted. Legal counsel will be consulted when necessary.

Minor Information for Parents/Guardians

Minors are accorded the same confidentiality rights as adults under Indiana law with the exception that a library is required to provide information about a minor child to her/his parent, guardian or custodian.

USA PATRIOT Act

The library records, including borrowed materials and public computer usage, of a patron may be requested by federal agents under the USA PATRIOT Act. The law states that, in certain circumstances, library staff cannot inform the person about whom the information is requested, cannot speak to co-workers, the media or other government officials about the inquiry. Such requests may only be reported to the appropriate higher authority within the library.

Collection Agency

If a patron does not abide by the borrowing agreement to return library materials, personal information will be shared with the library's collection agency in order to recover library property or replacement fees, interest, and any other applicable charges.

Technology and Confidentiality

Crawfordsville District Public Library offers to patrons and other library users the use of public access computers, a wireless network, and a website containing resources from various third-party vendors. We make every attempt to protect our system and servers from unauthorized access, but the Library may be vulnerable to temporary breaches of security.

Internet Session Data

To use an Internet-accessible public use computer at the Crawfordsville District Public Library, patrons must be at least 10 years old.

Patrons who use one of our Internet terminals agree to abide by the library's Internet Use Policy when beginning a web session in order to proceed.

Patrons log into an Internet computer with their library barcodes/passwords or a guest pass barcode/password. The history of the logon is retained, but no attempt is made to match a barcode with a patron unless the library staff suspects misuse of a card or computer (e.g., patron using stolen card, patron using borrowed card, patron vandalizing computer, etc.).

History files for Internet browsing sessions are not saved. The recently-visited URL list available in the web browser is deleted after the session ends and the browser is closed.

It is the patron's responsibility to log out of any website or e-mail server when finished.

Wireless Access

Patrons may use the library's public wireless network after accepting the Terms of Use on the initial screen. The history of the use is retained, but no attempt is made to match a patron with a session unless the library staff suspects misuse of the privileges stated in the library's Terms of Use.

Data accessed and sent over the wireless network is not encrypted.

Library Website

When patrons visit the CDPL website, the Library collects and stores only information necessary to measure the number of visitors to different areas of the site to assist in making the site more useful to you. Website data is separate from individual library account data. The Library cannot look up patron library records to determine what websites were visited.

Forms and Email

If a patron initiates a reference inquiry or subscribes to the Library's newsletter on the CDPL website, this information is considered as part of the borrower account and protected as outlined above.

External Links

The CDPL website contains links to external websites and databases. The Library is not responsible for the privacy practices, security, or content of these external sites. We recommend that you familiarize yourself with the privacy and security information for any site you visit. The inclusion of these links does not reflect their importance, nor is intended to endorse any views expressed or products or services offered by these other websites.

If a library user discloses personally identifiable information or personally sensitive data through other web sites, chat rooms, online communities, or other public online forums, this information may be collected and used by others.

The Library's commitment to protecting the privacy of the young is important to the Library Board and staff (patrons must be at least 10 years to use an

Internet computer). Parents and guardians are urged to supervise their children's use of the Internet, especially when a child wishes to give out personal information online.

Online suggestions and other general email to the library which do not apply to borrowing or intellectual pursuits may be considered public records as per the Indiana Access to Public Records Act, IC 5-4-3.

Use of Cookies

Two types of "cookies" are commonly in use on the Web: **persistent cookies** and **non-persistent** cookies.

A persistent cookie is information that a website puts on a computer's hard drive so that it can remember something about the user later (provided that the user is on the same computer). The main purpose of a persistent cookie is to identify users and possibly prepare customized web pages. Persistent cookies are programmed to expire after a certain time. When a cookie expires, the computer discards it from memory and it is no longer saved. The Crawfordsville District Public Library does not use persistent cookies on its website.

A non-persistent cookie (a "session" cookie) is information that a website puts in a computer's temporary memory that keeps track of a user's activity on that site. Non-persistent cookies are temporary and are discarded once a user's session is completed. The Crawfordsville District Public Library does not use non-persistent cookies on its website, but it does use them in the online catalog. When library patrons log into their accounts in the library catalog, these cookies simply hold the account information while the patron uses the online catalog; the cookies are discarded once the session is over.

Public-access Internet computers within the Crawfordsville District Public Library are not set up to decline cookies because many websites require the acceptance of both persistent and non-persistent cookies for the user to fully experience the interactive features of the site. Because the use of cookies on public-access Internet computers is outside the control of the Crawfordsville District Public Library, personally-identifiable information associated with these cookies may be used by others.

Third-Party Partners

The Library uses reputable third-party partners to provide online services to its patrons, such as the online catalog, the meeting room scheduler, digital-content vendors (eBooks, audiobooks, music, video, magazines), newsletters, genealogy databases, and reference databases.

The information you submit to these vendors is not under the Library's control. Such vendors often ask for a library barcode number in order to authenticate the user as the Library's patron in order to use the vendor's services.

Third-party services may gather and disclose your information, including:

· Personally identifiable information you provide (e.g., when you register for the site, feedback you offer, etc.);

· Other information that could be used to identify you, such as your IP address, search history, location, and device ID; and

· Non-personally identifiable information, such as your ad views, analytics, browser information (type and language), cookie data, date/time of your request, demographic data, hardware/software type, interaction data, serving domains, page views and the web page visited immediately prior to visiting the site.

If patrons leave the Library's website to visit one of its partners' websites, they are encouraged to learn about the privacy policies of the websites they visit.