

Baker Free Library Privacy and Confidentiality Policy

I. Introduction

Privacy is 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.

The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. New Hampshire law also protects library user privacy and confidentiality (see [NH RSA 91-A:5](#) and [NH RSA 201-D:11](#)) The Baker Free Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Our commitment to your privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics:

"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."

II. Our Commitment to User Rights of Privacy and Confidentiality

This privacy policy explains your privacy and confidentiality rights, the steps this library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

1. Notice & Openness

The Library does not create unnecessary records, only retains records required to fulfill the mission of the Library, and does not engage in practices that would place personally identifiable information on public view. Information we may gather and retain about current library users include the following:

- **User Registration Information** [including name, address, e-mail address, phone number(s), library card number, date/year of birth]
- **Circulation Information** [including materials currently checked out in each patron record, items circulated within the past 30 days in each patron record; material and patron circulation dates in each material record, overdue materials (kept in patron record until returned or paid for), and fines paid or waived]
- **Electronic Access Information** [Internet policy acknowledgment and parental permission (one year)]

2. Choice & Consent

This policy explains our information practices and the choices you can make about the way the library collects and uses your information. We will not collect or retain your private and personally identifiable information without your consent. Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order.

If you wish to receive borrowing privileges, we must obtain certain information about you in order to provide you with a library account. When visiting our library's Web site and using our electronic services, you may choose to provide your name, e-mail address, library card barcode, phone number or home address. You have the option of providing us with your e-mail address for the purpose of notifying you about your library account. You may request that we remove your e-mail address from your record at any time.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under the law or to comply with a court order.

3. Access by 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. You may either view or update your personal information online through our library catalog or in person. To renew your library card, you will be required to verify your identity in the form of a photo I.D. (e.g., a current driver's license, passport, etc.) in person at the library. The purpose of accessing and updating your personally identifiable information is to ensure that library operations can function properly. Such functions may include notification of overdue items, reserves, etc.

4. Data Integrity & Security

Data Integrity: The data we collect and maintain at the library must be accurate and secure. We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to your own personally identifiable data; and updating data whenever possible (at least every two years for residents).

Data Retention: We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that is regularly purged or shredded includes personally identifiable information on library resource use and material circulation history.

Tracking Users: We remove links between patron records and materials borrowed within 30 days of when items are returned and we delete records as soon as the original purpose for data collection has been satisfied. We do not ask library visitors or Web site users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the Library's Web site restricted to registered borrowers under license agreements or other special arrangements. We daily remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our public computers.

Third Party Security: When connecting to resources offered by the Library through a Third Party (and therefore out of the Library's direct control), the only information released is that which authenticates users as patrons of the Library (e.g., library card number and phone number). The Library is not responsible for protecting personal information gathered by outside Web sites.

Cookies: Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a Web site each time that site is visited. Cookies are stored on the user's computer and can potentially transmit personal information. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. Our Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web

pages to that user's specification. Cookies sent by our Library servers will disappear when the user's computer browser is closed. We will not share cookies information with external third parties.

Staff access to personal data: We permit only authorized Library employees with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from you to any other party except where required by law or to fulfill an individual user's service request. The Library does not sell or lease users' personal information to companies, universities, or individuals.

5. Enforcement & Redress

Our library will not share data on individuals with third parties unless required by law. We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Library users 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. The Library's Board of Trustees will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

We authorize only the Library Director to receive or comply with requests from law enforcement officers; we will confer with our legal counsel before determining the proper response. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to the Library Director and the Library's Board of Trustees.

III. REVISIONS TO THIS POLICY

The Library's Board of Trustees reserves the right to change or modify this policy at any time. Revisions will be posted on the Library's Web site.

Approved by the Baker Free Library Board of Trustees on May 11, 2011.