

Policy 5-9	Patron Privacy and Confidentiality Policy	Created: 4/2/2015 Revised: 9/27/2024 Approved: 10/16/2024
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I. Purpose

The purpose of this policy is to explain library user privacy and confidentiality rights and responsibilities and outline the steps Jackson County Library District (herein referred to as the “District” or “Library”) takes to respect and protect patron confidentiality when using library resources and the personally identifiable information (PII) that patrons share with the Library. The Library tries to strike a balance between privacy and convenience.

II. Introduction

The Library values and protects the privacy and confidentiality of all library patrons. In a library, a patron’s privacy includes the right to inquire, browse, and explore information without the subject of a user’s interest being examined or scrutinized by others. Confidentiality refers to the Library’s responsibility to protect personally identifiable information that patrons share with the Library. The Library will not share patron information with third parties unless required to by law.

III. Privacy and Confidentiality Policy: Personally Identifiable Information

The Library takes steps to collect the least amount of personally identifiable information needed, avoids creating unnecessary records, avoids retaining records not needed for library business purposes, and does not engage in practices that might place personally identifiable information on public view without patron consent.

Information Collected

- Name
- Date of Birth
- Address
- Telephone number/email address
- Library barcode number
- List of materials currently checked out, hold requests, and current interlibrary loans
- Fee and payment history
- Records of past checkouts if patron opted-in to retain reading / viewing history
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- Sign-up information for library events.

Data Security

The Library takes reasonable steps to assure data security and keep personally identifiable information safe by electronically purging or manually shredding the information once it is no longer needed for library business purposes. The Library uses software programs that monitor

network traffic to identify unauthorized or malicious attempts to upload or change information or otherwise cause damage. The Library also regularly removes cookies, browsing history, cached files, or other computer and Internet use records that are placed on Library-owned computers or networks.

IV. Access to Accounts and Patron Responsibility

Who has access to patron information

All library patron records are considered confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Law enforcement with a court order or subpoena

Protecting the Patron's Library Card

All library patrons can view and update their personal information. This can be done in person with proof of photo ID or online at the patron's convenience. It is the patron's responsibility to notify the Library immediately if their card is lost or stolen or if they believe someone is using the card or card number without permission. The Library encourages patrons to protect any PIN or password associated with their card for their privacy and security.

Parents and Children

The Library respects the privacy of all library patrons, regardless of age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

V. Third Party Vendor Services

Some services offered by the library are facilitated by third party vendors. These vendors have their own terms of service and policies that affect the privacy of personally identifiable information. Patrons should understand that, when accessing third-party resources or vendor sites, there are limits to the privacy protection the Library can provide. Links to third party vendor privacy policies are available on the vendor websites (often in the website footer at the bottom of the page) that are linked through the Library's website.

Some patrons may choose to take advantage of hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should be aware that the Library has limited ability to protect the privacy of this information once it is outside the Library's control.

VI. Patron Use of Non-library Websites

This privacy and confidentiality policy does not apply to external applications or websites that may be accessed by a patron from the Library's public computers, devices or equipment (such as Internet computers, Chromebooks and iPads).

The Library welcomes engagement via the Library’s social media channels and public blogs. As social media sites are public, any posts or comments made to the Library’s sponsored social medial sites are accessible to Library staff, the social media company, and the public at large. For more information, please see the Library’s [Social Media Policy](#).

VII. Use of Facilities

There is no reasonable expectation of privacy regarding a person’s presence in a public building.

Photography and video recording from the public

Photographs or videos may be taken inside and outside the Library by the public for their own use. Photographs and recordings are not allowed in non-public areas (restrooms and staff only areas). Library staff reserve the right to stop anyone from taking photographs or recordings if it results in disruption of normal library operation, is deemed to be harassing, intimidating, or threatening toward a patron or staff member, or if the activity blocks walkways, doors, or stairways. Taking photographs and recordings of the exterior building and grounds is also permitted but the activity may not impede the entry or departure to or from the Library building or property.

Photography and video recording by Library Staff

The Library reserves the right to utilize photographs or videos taken at the Library for publicity purposes in printed materials and online. All Library patrons consent to the use of their photo or video image taken at the Library during Library events unless they specifically inform staff of an objection to such use. No names will be used in conjunction with photos without express written consent.

Security Cameras

The District may use interior and exterior security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals’ right to privacy. Library security cameras consist of dedicated cameras providing real-time surveillance footage available through a secure video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders.

The District shall post and maintain signs giving notice of the use of security cameras in public areas of the Library property. Please see the [Security Cameras Policy](#).

Law Enforcement

There is a distinction between the confidentiality of a patron’s use of Library materials and services and their physical presence in a public building. For that reason, Library staff may respond to questions from law enforcement officers about a person’s presence in the Library.

It is the responsibility of the District to preserve the confidentiality of patron records to the fullest extent permitted by law. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring disclosure. Only the Library Director or designee is authorized to receive or comply

with requests from law enforcement officers. District Counsel is consulted whenever possible before determining the proper response. These orders must show good cause as to why the information must be disclosed and be in proper form. Library staff are instructed to refer any law enforcement requests to Library administrators.

VIII. Questions and the Library's Legal Responsibilities

Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil or criminal lawsuit. Librarians may be forbidden from reporting to a patron that their records have been requested or obtained under provisions of the USA PATRIOT Act.

The Oregon State Open Public Records Law requires public agencies to provide records upon request (ORS 192.324). There is an exemption to this law for certain Library records (ORS 192.345). Records primarily kept to maintain control of Library materials or help patrons gain access to information are exempt. The Library Director is custodian of Library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the Library's management team. For more information, please see the Library's [Public Records Policy](#).

If a patron has a question, concern, or complaint about the Library's handling of personally identifiable information or this policy, the patron may file written comments with the Library Director. The Director will respond in a timely manner and may conduct an investigation or review of practices and procedures. The Library conducts such reviews regularly to ensure compliance with the principles outlined in this policy.