

Title: Privacy Policy

Effective Date: 5/21/18

Authorized By: Library Board of Trustees

Date of Last Revision: 9/18/24

During the normal course of business the Huntington City-Township Public Library may collect data from patrons. This policy outlines the responsibilities of the Library and the patron in maintaining data privacy. patrons have the right to request access to this policy at any time.

Confidentiality of Library Records

In accordance with Indiana Code IC 5-14-3-4 all records relating to library patrons and their use of library materials and services are strictly confidential and not available for public viewing. Library staff and administration will never release records to unauthorized third parties. Records of minors will maintain the same confidentiality rights as adults.

Library staff may access records containing personally identifiable information for library purposes only. Staff will not disclose personally identifiable information to anyone except where required by law.

The Library reserves the right to cooperate with law enforcement to provide personally identifiable information when requested.

Patron Accounts

In order to create a patron account, we ask for and record the following information in an electronic database: full name, address, phone number, birth date, PIN, email address, and driver's license. For the accounts of minors, parent name, parent address, and parent driver's license will be recorded.

Patrons may use an electronic form to request a library account. All of the information normally needed for accounts will be collected on this form. The form may be transmitted through the library's website or through a third party. All information that is collected will be kept confidential. The patron is responsible for ensuring their privacy on their personal accounts and devices.

A PIN (Personal Identification Number) is required to access public computers, self-checkouts, and online account services. A PIN may be changed by library staff, however, it is not visible to staff in the electronic record. It is the responsibility of the patron to maintain the security of the PIN.

Patrons may agree to allow the Library to maintain a history of borrowed materials. This is an opt-in service and must be approved by the patron. Records of borrowed materials will only be disclosed to the account holder.

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The Library may use the phone number and/or email on record to provide library notices. Phone numbers may be provided to a third party vendor for the purpose of automating library notices. The patron may agree to allow the Library to use their email address to receive promotional emails.

Reference Consultations

No records are kept of any personally identifiable information, services used, or information requests made in the course of conversations with library staff. A count of a staff interaction may be recorded for statistical purposes. Personal information and the content of the interaction are not recorded.

Computer and Internet Use

Patrons may access Library computers with their library card or with a guest pass. The Library does not save a history of web-browsing or file access. The use of a computer is recorded for statistical purposes; however, the Library does not match a patron ID with the computer use log. Library staff will have access to patron ID information while a patron is logged in.

It is the patron's responsibility to log out of any personal accounts that are accessed on library computers. The patron is also responsible for the security of any information transmitted or provided to outside parties while using library computers.

Patrons may access the public wireless connection provided by the library. This connection does not require sign-in and is not secure. Patrons are responsible for the safety and privacy of their data and devices while using the wireless connection. The Library will record wireless access activity for statistical purposes. No patron data or activity is stored or monitored.

All computer use must comply with the Library's Computer and Internet Use Policy.

Community Room Use

Patrons will be asked to provide personal information to reserve a community room. This may include name, phone, and email address. This information will be available to staff on community room reservation forms and in online calendar bookings. Patron names and personal information will not be used in public facing calendars. Room reservation forms will be destroyed in a timely manner according to state records retention guidelines. Library staff will not disclose information about room bookings to any other party.

Use of the community rooms should not be construed to be a guarantee of privacy. All community rooms are open to the public, cannot be locked during meetings, and are not significantly sound proofed.

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Activities that must remain strictly confidential or private should not be conducted in library community rooms.

Use of the Library Space

The library is a free and open space that is available for use to all members of the community at any time.

- Library staff will never disclose a patron's presence in the building, except for minor children if a person can prove legal guardianship.
- Library staff will never report or keep a log of individuals who have used the building, except when assisting law enforcement.
- No patron should assume total privacy at any time in the library. As an open public building, we cannot guarantee privacy from other individuals in the building at any time. Any activities that must remain private should not be conducted in public areas.

Library Website

The Library maintains a website for the purpose of providing information to patrons. Library website access and activity is recorded for statistical purposes. No patron data is stored or recorded.

The library website contains links to external websites and databases. The Library is not responsible for the privacy practices, security, or content of these external sites. The inclusion of these links is not intended to endorse any views expressed, activities, or products of these websites. If a patron discloses personal information through an external link they should be aware that this information may be collected and used by others.

Third Party Partners

The Library may contract with third party partners to provide some services, such as digital content, emails, genealogy databases, reference databases, etc.

The information submitted to these vendors by patrons is not under the Library's control. Many of these vendors may ask for a library card number to authenticate a patron account.

Third party services may gather and disclose patron information including:

- Personally identifiable information

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- Other information that could be used to identify a patron, such as an IP address, search history, location, and device ID
- Non-personally identifying information such as ad views, browser information, demographic data, page views, etc.

Patrons accessing third party sites are strongly encouraged to learn about the privacy policies of the websites they visit.