



## Policy 5.1

### Privacy and Confidentiality Policy

Adopted by the Library Board of Trustees: 10/22/99  
Revised: 03/27/14; 08/25/2016

#### 1. Purpose of Policy.

The North Olympic Library System (NOLS) is committed to protecting the privacy of library customers and the confidentiality of customer information. Privacy is essential to the exercise of free speech, free thought, and free association. Confidentiality exists when a library is in possession of personally identifiable information (PII) about users and keeps that information private on their behalf. Certain measures are in place, therefore, to protect both patron privacy and confidentiality.

In establishing this policy, the Library endeavors to provide a balanced approach to protecting customer privacy, meeting customer expectations for convenience and access, and informing customers of their own responsibilities with regard to privacy protection. This policy explains patrons' privacy and confidentiality rights, the types of information gathered from customers, the purposes for which it is gathered, and the limitations on the Library's ability to guarantee privacy.

As a public institution in the State of Washington, NOLS operates in compliance RCW 42.56 (The Public Records Act) which governs public disclosure requirements. The Library is also 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](#)). Under RCW 42.56 library records are confidential and protected from disclosure. Without permission of the library customer, NOLS will not release library records to any individual, organization, or to any agency of federal, state, or local government except pursuant to a court order, warrant, or subpoena, as authorized under applicable federal, state or local law.

#### 2. Notice Regarding Privacy of Customer Records.

All Library records relating to an individual Library customer's use of the Library and its resources are confidential. NOLS will only collect and use personal information deemed necessary to provide library services to users. The Library will avoid creating or collecting unnecessary records, will store records securely, retain records only as long as needed to conduct library business, refrain from practices that might place private information on public view, and will dispose of records securely.

**Cardholder Information:** The following information, collected or submitted by customers through the NOLS website, in person, or by phone, in order to facilitate Library business, is stored on NOLS' servers and is only accessible by NOLS staff, law enforcement pursuant to a court order, warrant or subpoena, the cardholder, or persons authorized by the cardholder to access their account. NOLS stores personal information on servers with safety measures in order to protect against the unauthorized access to, or the compromise of, information contained on these servers. Information includes but is not limited to:

Name  
Address  
Email address  
Phone number  
Library card number  
Date of birth  
Personal identification number (PIN)  
Password  
Listing of materials currently or previously checked out  
Listing of items requested for hold  
Fines paid, waived, or due  
All information listed above for Alternate Borrowers

**Credit Card Payment Information:** Certain private information may be collected on behalf of NOLS in connection with online credit card payment of library charges. This information is not stored on NOLS' servers, but rather on the secure servers of the financial service vendors used by the library for credit card transactions (such as Pay Pal). Such information includes but is not limited to:

Credit card type  
Credit card billing address  
Credit card number and security code  
Name on credit card  
Credit card expiration date

Library staff access to this information is restricted to only that portion of the information which is required to conduct relevant accounting activities; the name of the person, the address, the last 4 digits of the credit card number, and the amount of the transaction.

**Public computing and internet privacy issues** are covered in detail in **Policy 4.4: Computer Security** and **Policy 4.5: Internet Policy**, respectively.

**Other Confidential Information:** Other private information may be collected, stored, or used by the Library in a variety of ways, including, but not limited to, reference questions, database access or search records, exhibit applications, program sign-ups, meeting room reservation requests, requests for purchase, incident reports, and disruptive log entries, etc. All such information is collected for the specific purposes of conducting the library business to which it pertains, and will be handled by the Library in accordance with the terms of this policy and Policy 5.3: Computer Security.

**Held Materials:** Patron names must be linked to requested materials in order to enable self-pickup of holds. Safeguards are in place to protect customer privacy on self-pick up shelves, however absolute privacy cannot be guaranteed. Customers with privacy concerns may discuss alternative options with library staff.

**Customer Service Research Data:** Information from customer accounts may, on occasion, be used by the Library for purposes of statistical library use analysis, to provide notifications regarding customer service, or for furthering other efforts to enhance library services to better meet community and customer needs.

### 3. **Choice and Consent.**

NOLS must obtain certain information about a user in order to establish a library account; library customers who elect to register for a library card must provide this information. NOLS will keep all personal information confidential unless compelled under the law to disclose it. The library will take action as necessary to determine that any court order, or process issued by any court, or pursuant to any purported legal authority, requires that such records be made available.

Subscription resources offered through the library, such as databases or digital resources, may require the library customer to submit information to a third party vendor. Customers who elect to use these services are encouraged to read and become familiar with vendor privacy policies before registering, and to make the choice that works for them with regard to third party vendor privacy practices. See Section 5 of this policy for further information on third party vendors and external websites.

The Library does not sell or license personal information.

### 4. **Access by Users.**

Users have the right to access their own Personally Identifiable Information (PII), associated with their library account. Access to personal information by users is available on the library's catalog site with verification of identity. Cardholder verification of the accuracy and status of PII helps ensure that Library services that rely on PII can function properly. It is the cardholder's responsibility to assure that their information is correct and up to date.

It is the cardholder's responsibility to notify the Library immediately if their library card is lost or stolen or if they believe someone is using their card or card number without their permission. The Library will take action to stop transactions on the card once informed of its loss. NOLS encourages customers to protect any PINs and passwords for user privacy and security.

NOLS is committed to safeguarding access to all patron records, regardless of the age of the patron. In accordance with **Policy 4.3.2: Library Use by Youth**, staff are not able to provide confidential information about children's library records to parents/guardians without the child's consent. In accordance with **Policy 3.2: Borrowing Privileges and Responsibilities**, parents or caregivers wishing to gain access to their child's patron record may do so by meeting any of the following requirements:

- Possession of the child's library card
- Possession of the child's library card number or username and password
- Presence and approval of the child

### 5. **External websites and Third Party Vendors.**

The Library website contains links to, or the library's public computers may be used to access, external websites not maintained by the Library. NOLS cannot be responsible for patron privacy when visiting websites other than the Library's.

The Library has established business agreements with reputable third party vendors in order to provide specific services to meet the needs of the community. The library will only provide third party vendors with sufficient information to verify that customers are eligible to borrow or access the vendor's resources (such as the library card number and/or customer name and password).

Third party vendors are governed by their own terms and conditions, privacy policies, and practices, not the Library's. NOLS advises library customers to review terms of service and privacy policies before registering/agreeing to use any online service. Third party services may gather, store, and disclose customer information, including but not limited to the following:

- PII provided by the customer, including registration requirements for the site, providing feedback and suggestions, requesting information or creating shared content;

- Other information that could be used to identify users, such as IP addresses, search or borrowing histories, location based data and device ID;

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

- Other data that third party services may collect as described in the vendor's privacy policy and terms of use.

When NOLS customers leave the Library's site to visit an external website or third party vendor's site they are no longer subject to NOLS Privacy and Confidentiality policy, but rather to the privacy policy and practices of the non-library website. The responsibility for understanding and agreeing to the terms, conditions, and privacy statements of non-library sites, and making a personal decision about the acceptability of those privacy parameters, rests with the individual customer.

## **6. Security Cameras.**

NOLS strives to maintain a safe and secure environment. In pursuit of this objective, selected areas of the Library and/or library property may be under video surveillance and recording. The Library's video surveillance system will be used only for the protection and safety of library users, employees, assets, property, and to identify persons breaking the law or violating the Library's Rule of Conduct. Conversations or other audible communication will not be monitored or recorded by the security cameras.

**Public Notice.** Signage shall be conspicuously displayed at the perimeter of the surveillance areas so that Library users have reasonable and adequate warning that video surveillance is or may be in operation.

**Security Camera Location.** Camera placement will be determined by the Library Director or her/his designee. Cameras may be placed in locations where patrons and staff would not

have an expectation of privacy such as parking lots and delivery areas. Cameras will not be installed in areas where there is a reasonable expectation of privacy, such as restrooms, nor will they be positioned to identify a person's reading, viewing or listening activities in the Library.

**Data Storage.** Cameras will record activities in real time and images will be saved to the camera server's hard drive. Cameras will not be monitored continuously by the Library. Images will be automatically deleted as the capacity of the hard drive is reached, unless pertinent activity is recorded.

**Access to Recorded Data.** Information obtained through video monitoring and/or recording is only accessible to designated NOLS staff and law enforcement pursuant to subpoena. Retention of saved recordings and requests for public disclosure shall be governed by RCW 42.56.

#### **7. Internal Privacy Practices Review.**

As a matter of ongoing routine, NOLS reviews library operations and activities to insure that the Library's goals and promises of privacy and confidentiality are supported by its practices. In addition, a periodic review of the Library's privacy practices is conducted as a part of the regular review of this Privacy and Confidentiality Policy, in accordance with the established policy review cycle.

#### **8. Administration of Policy:**

The Library Director is responsible for establishing operational procedures necessary for carrying out this policy.