

Springfield Public Library

Confidentiality and Privacy of Library Records

Policy

The Springfield Public Library recognizes that all Library users, regardless of age, have a right to confidentiality and privacy regarding information sought or received and resources consulted, borrowed, acquired or transmitted. Parents of minor children, defined as younger than sixteen years of age, have the right to access their children's records.

Protecting the privacy and confidentiality of Library users is a fundamental library value. Oregon State Law recognizes the Springfield Public Library as a public body subject to the Public Records Law. Oregon's public records law, under ORS 192.502.22, establishes an exemption from disclosure without conditions for:

"The records of a library, including (a) circulation records, showing use of a specific library material by a named person; (b) the name of a library patron together with the address or telephone number, or both, of the patron; and (c) the electronic mail address of a patron."

This law allows the library to set policies to protect library circulation and registration records from disclosure. In setting these policies, the library tries to strike a balance between the privacy of the user and convenience for that same user.

Records

Circulation records, including information which identifies materials checked out by a library patron will not be divulged voluntarily to anyone except (a) the patron; or (b) someone who is listed as a proxy on the patron's library record and can provide valid photo identification at the library.

Circulation records subpoenaed by a court of competent jurisdiction for a legal proceeding will be released by the Library Director, City Manager, or their designee, if the subpoena is legal and binding upon the library.

Registration records, the information required to obtain a Library card, will be released by the Library Director, City Manager, or their designee, only as required by law.

Reference questions, database, and computer log ins that include a library patron's name will not be kept. Work notes used in these areas will be divulged only to other library employees involved in working on the same questions, databases, or internet questions.

The Library will not collect or retain library user private and personally identifiable information without the user's consent. If the library user consents to give the Library their personally identifiable information, the Library will keep it confidential and will not sell, license, or disclose personal information to any third party, except an agent working under contract to the Library, without the library user's consent, unless the Library is required by law to do so.

If the Library makes a service available for the library user's convenience that may in some way lessen the Library's ability to protect the privacy of a library user's personally identifiable information or the confidentiality of information about their use of library materials and services, the Library will: 1.) Provide the library user with a privacy warning regarding that service; and 2.) Make it possible for the library user to "opt in" or "opt out" of that service.

Application and Procedures

The rights of all library patrons, regardless of age, are the same under this policy. Requests for information pursuant to legal or law enforcement investigations are to be handled according to the policy outlined above. Library employees are allowed to access this information only to carry out legitimate work duties.

The above policy applies to all requests for information about a library patron, including:

- Whether or not the person has a library card
- Who is registered to a particular library card account number
- Who has checked out particular books
- Addresses or telephone number information connected to a library record
- Any other information retrievable from the user record

Common situations that may arise and how to handle them based on the policy include:

- **Any individual, who has a library card number and PIN in their possession, will be able to access all of the information contained in the borrower record for that account through the OPAC.**
- **Materials may not be checked out unless the actual card is presented, or the individual has supplied verifying information sufficient to prove that they are the cardholder, or a designated proxy on that account.**
- **An individual may not have access to the information on another library patron's record without having the patron's library card, or being able to verify that they are a proxy on the individual's library card record.** This includes, but is not limited to, titles of items checked out, number of items checked out, titles of items which are overdue, titles of items that are renewed, or the address, telephone or other registration information.

- **An individual who signed as a parent or legal guardian of a minor under the age of 16 has full access to said minor's information and record.**
- **It is the library patron's responsibility to inform the library if the library card is no longer in their possession, or if their card or card number is being used without their permission.** If this occurs, the patron will be re-registered and given a new library card and new number. The old card number will be voided and will no longer work.
- **Renewals may be done with or without the library card or library card number by an individual other than the card holder.** Without library card or library card number, staff will not volunteer information about specific items. Staff will only report the number of items renewed and the new date due.
- **Telephone queries –**
 - **If no library account number is provided staff will only provide general information about the borrower record (e.g. due dates, fines owing, etc.) over the telephone. No specific item information will be provided.**
 - **No changes or additions may be made to patron account information over the phone. (e.g. a phone or email added, address change.)**
- **Payments for overdue or other charges may be taken with or without a library card or library card number from an individual other than the card holder.** Receipts for payment will not be given to the non card holder. Balances of charges due may be given, but no listing of titles for charges would be given.
- **Holds may be picked up by an individual or proxy with the library card in any form.** If the card is unavailable, you may check out the material after obtaining verifying information (name, address, birth year).
- **Holds may be picked up by someone other than the card holder, but the item(s) would be placed on the account of the individual who is picking up the material.**
- **An individual who has a library account number may obtain the PIN for that account by providing the library card or other identification verifying that they are either the patron or the patron's proxy.** PIN's will not be provided over the telephone but if the patron's record lists an e-mail address we will send it to them. We will not send patron information to an e-mail address provided over the telephone.

Web Sites, Online services, and Third party security

The Springfield Public Library ensures that remotely accessed digital services contracted by the Library will comply with policies and obligations concerning user confidentiality. When

connecting to licensed databases outside the Library, we release only information that authenticates users as registered members of the Library.

The Library does not monitor or control the content of the material accessed through the internet or other online services and cannot be held responsible for its contents. The Library assumes no responsibility and shall have no liability for any direct, indirect or consequential damages arising from the use of information found on the internet or any communications sent through the Library's Internet computers.

The Library can electronically monitor public computers and external access to its network and reserves the right to do so when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library users, staff facilities, computers and the city network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) acting in violation of the law.