

**SER 104a PRIVACY STATEMENT**  
**November 19, 2008**

The Capital Area District Library is committed to protecting its patrons' privacy to the maximum extent possible.

**1. WHAT KIND OF INFORMATION DOES THE LIBRARY KEEP ABOUT ITS PATRONS?**

The library keeps the mailing addresses, telephone numbers, driver's license numbers, and e-mail address of its patrons in order to send them hold notices, overdue notices, bills for lost materials, and notices about library events and services, and library programs. If the patron is under age 18, the library also keeps the same information about the parent or legal guardian.

**2. HOW DOES THE LIBRARY PROTECT PATRON CONFIDENTIALITY?**

Unless required by law, the library does not give out information about what titles a library patron has checked out or put on hold or about the number or the titles of overdue items in the patron's account, except to the cardholder and to those for whom the cardholder has signed a prior release.

**3. IN WHAT OTHER WAYS DOES THE LIBRARY PROTECT ITS PATRONS' PRIVACY?**

A patron's library record contains only current information: items currently checked out or on hold for that patron, overdue or lost materials, and unpaid fines or fees. Except for Books by Mail, the library does not keep a history of what a patron has checked out after the books and materials are returned, and fines are paid, unless specifically requested by the patron via the "Reading History" feature of the patron's online account. However, the nature of computerized systems means that it is possible to determine who last checked out a particular item.

Patrons may choose to use "Reading History," which maintains a list of titles checked out by a patron. This feature is voluntary and cannot be enabled by anyone other than the patron using his/her personal sign-in. Staff members do not have access to the patron's reading history. The patron can delete any or all items from the reading history at any time and can turn off the feature at any time.

**4. HOW ABOUT RADIO FREQUENCY IDENTIFICATION?**

The Capital Area District Library complies with relevant federal, state, and local laws as well as industry best practices and policies in the use of RFID tags. No personal information is encoded on RFID tags. These tags only contain the 14

digit barcode used for library materials. Only library staff members have access to the database needed to interpret the RFID tag.

#### 5. WHAT ABOUT COMPUTER USE?

The library's computers are programmed to delete the history of a patron's Internet use and information searches when a patron completes a session by logging off the computer, although, like any other information deleted from a computer, it remains on the library's hard drives until that data is overwritten by another user at some future time.

#### 6. WHAT HAPPENS TO PAPER RECORDS?

Paper records containing personal identifying information related to holds, computer use, and reference questions are shredded daily.

#### 7. WHAT ABOUT E-MAIL?

The Library has no way of ensuring the privacy of the patron's e-mail to others, although e-mails that patrons send to the library are treated in a confidential manner.

#### 8. DOES THE LIBRARY EVER RELEASE INFORMATION ABOUT PATRONS?

The kind of information that the library maintains is limited as described in the previous answers. That limited information will be released to the following persons after they show proper identification:

- The library card holder will always be able to access his or her own information, and can authorize others to access it.
- Law enforcement personnel with a court order, subpoena or search warrant can obtain that information. The Library will consult with its legal counsel to ensure that the document is proper.
- Public safety personnel in a time of an emergency that requires an immediate decision such as, for example, a lost or missing child. In such cases the Director or other designated staff member will be contacted, and legal counsel consulted when possible.
- Parents who have signed their child's library card application, and who have listed themselves on library release forms can access information about their children.

9. HOW DOES THE PATRIOT ACT AFFECT THIS POLICY?

The Patriot Act has made it easier for certain law enforcement personnel to obtain court orders, subpoenas, and search warrants.

10. WHAT ABOUT THE 'GAG' CLAUSE OF THE PATRIOT ACT?

It is true that the Patriot Act prohibits the library staff from informing a patron, the media, co-workers, or other government officials if information about that patron is obtained under the Patriot Act. Patriot Act requests can be reported to the library's director and to the library's legal counsel.