

## **SER 104a PRIVACY STATEMENT**

**January 20, 2021**

Capital Area District Libraries is committed to protecting its patrons' privacy to the maximum extent reasonably possible and in accordance with all applicable laws. For additional information, please consult our Privacy Policy, SER 104.

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

The library keeps the mailing addresses, telephone numbers, drivers' license numbers, and e-mail address of its patrons for purposes including, but not limited to, sending them hold notices, overdue notices, bills for lost materials, 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. DEPENDING ON THE LOCATION, THE LIBRARY MAY ALSO HAVE VIDEO SURVEILLANCE IMAGES.

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

Unless authorized by law, statute or court order, or as necessary for interlibrary loan or collections, the library does not give out information about patron records, including any records which would personally identify a library patron, 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. The library may disclose or use documents or other information (including video surveillance) only if there is no specific information from which a patron could be personally identified as having obtained specific services, materials, or information resources from the library.

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

A patron's library record contains information on items currently checked out or on hold for that patron, overdue or lost materials, unpaid fines or fees, and paid fines and 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, 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 and titles of items for which a library user has paid charges or fines. The library will not disclose this information to third parties except as stated above.

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. WHAT ABOUT THIRD-PARTY VENDORS AND CONTENT PROVIDERS?

CADL partners with a variety of companies to provide services and content (for example, ebooks through Overdrive). Library users are encouraged to read the privacy policies of the individual companies as CADL cannot be responsible for the privacy policies of third-party vendors. CADL maintains [links to those privacy policies](#) on its website.

#### 5. HOW ABOUT RADIO FREQUENCY IDENTIFICATION?

Capital Area District Libraries 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.

#### 6. 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. This information is not disclosed to third parties, except as stated above.

#### 7. WHAT ABOUT VIDEO SURVEILLANCE CAMERAS?

Video surveillance cameras are used at some branches of Capital Area District Libraries to enhance the safety and security of library users, staff and property. The Michigan Library Privacy Acts states that a library record does not include "Recorded video surveillance images made solely for security purposes that do not include images of any activity or any other document or record that identifies a person as having requested or lawfully obtained specific services, materials, or information resources from a library." The video surveillance cameras at CADL are not kept private and may be disclosed to third parties, such as law enforcement, if necessary.

#### 8. WHAT HAPPENS TO PAPER LIBRARY CARD APPLICATIONS?

Library card applications completed and submitted prior to January 1, 2011 are retained for a period of seven (7) years and then destroyed. They are stored in an area accessible only to authorized CADL staff members.

Library card applications completed and submitted after January 1, 2011 are digitized and the paper applications are destroyed after three (3) months. Paper applications are stored in an area accessible only to authorized CADL staff members. Digital files are stored on a secure server and are accessible to a limited number of authorized CADL staff members.

#### 9. WHAT HAPPENS TO OTHER PAPER RECORDS?

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

#### 10. HOW DOES THE LIBRARY PROTECT ELECTRONICALLY STORED PATRON INFORMATION?

CADL has numerous safeguards in place to prevent anyone except authorized staff from accessing patron information. These include network security with appropriate firewall protections, system logins and individual staff authorizations with passwords that are changed on a regular schedule, and policies and training to educate staff about their roles and responsibilities.

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

The Library has no way of ensuring the privacy of the patron's e-mail to others while using library computers or networks. However, e-mails that patrons send to the library are treated in a confidential manner with the same safeguards as other electronically stored information.

#### 12. 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 and/or public safety personnel with a court order, subpoena or search warrant can obtain that information. In such cases the Executive 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.
- For patrons with amounts due of \$40 or more and exceeding 60 days, contact information will be released to a collection agency for follow-up within the sole discretion of CADL.