



**Privacy Policy**  
9/20/2017

**Introduction**

The Norfolk Public Library recognizes and respects the confidentiality of information given, sought or received, and materials consulted, borrowed or acquired by a library patron.

The Library adheres to Massachusetts General Laws Chapter 78, Section 7 which states in part that library records shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library, and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute. The Library will not sell, lease or otherwise share any personal information with third parties unless required by law. The Library considers circulation and registration records identifying the names, addresses, e-mail addresses, and telephone numbers of library patrons, as well as materials borrowed or accessed, not to be part of the public record.

**USA Patriot Act**

The USA Patriot Act allows Federal authorities to apply for warrants to seize records of all types, including those from libraries. Federal law supersedes Library policy and Massachusetts State Law. Therefore, if a valid request is received from federal authorities, the Norfolk Public Library must comply. The Patriot Act further stipulates that no person with knowledge of such a request may disclose the fact that a request for records was made, nor may a person disclose the requested information to any person other than as stipulated in the request.

**Collection of Patron Information**

The Library collects personally-identifiable information to the extent necessary to serve patron requests and to enable library transactions. Examples of personally-identifiable information includes patron name, address, telephone number, and e-mail address.

**Database Search Records**

These records refer to the searches of the library's and SAILS member library collections which a patron may conduct using the SAILS Online Catalog. Once a search is conducted and completed, the software does not retain a copy of the search. No record of the search will exist unless a patron prints or e-mails a copy of the search for his or her own use.

### **Circulation Records**

Patron material is circulated via the SIRSI WorkFlows system. The circulation software tracks materials currently checked out, and until any/all outstanding fines and fees are resolved. The SAILS Library Network retains a list of items that a patron has borrowed for 12 months after each borrowing transaction.

### **Computer Use Records**

The Library has public computer workstations available to use the Internet and/or use word processing, spreadsheet and presentation software. Patrons login using their library card number and PIN number. Guest passes are available for visitors. These passes may be obtained at the Circulation desk. Patrons with fines or fees exceeding \$10 are blocked from using public computer workstations. There is no record of which specific computer workstation was used by a patron or visitor, nor the PIN number or password used.

When a user logs out of a public computer workstation, the workstation's Internet cache is cleared of all web pages visited, and documents inadvertently saved to the computer's hard drive are deleted. Deleted files may be recoverable by forensic methods applied by law enforcement authorities.

The Library keeps no permanent record of Internet sites visited by library patrons, the electronic databases accessed, nor the searches performed by individual patrons. The SAILS network counts the number of views of different web pages within the sites it hosts (SAILSINC.org). The Library does the same for the pages it hosts (norfolkpl.org). This information is collected in order to improve the content offered on those sites and may be used to compile statistical reports. These logs do not include names, phone numbers, addresses, e-mail addresses, nor any other personally-identifiable information.

The Library cannot and does not guarantee that every task completed on any computer connected to its local or wireless network is private. Patrons are advised that they have no expectation of privacy when using library computers and networks, and therefore, any information or data accessed, viewed or stored on library computers or via the Library wireless network, may be accessed by others.

### **E-mail Records**

E-mail messages sent to any Norfolk Public Library and/or SAILS Library Network e-mail address may be stored or forwarded to others within the Norfolk Public Library, SAILS Network, or to other Libraries in order to respond to patron requests for service.

### **Patron PIN Number**

The patron PIN number is usually the last four digits of the patron telephone number. This number is used to authenticate patrons to their patron account, to the SAILS Library network, and to public computer workstations. The PIN number can be changed to another number on patron request.

### **Patron E-mail Address**

A patron e-mail address, when furnished, is used for the purposes of SAILS interlibrary loan transactions and notifications, including reserve, courtesy and overdue notices, and for Library newsletters and announcements. Patron e-mail addresses may also be used for communicating with patrons regarding library transactions. e-mail addresses are not shared with any business, organization or individual, nor is e-mail sent on behalf of any business, organization, or individual. Patrons who have opted-in to maintaining a charge history, and who have furnished an e-mail address, will be sent an annual reminder of their election to maintain a charge history. Patrons may opt-out of receiving e-mail notifications at any time.

### **Inter-Library Loan Records**

Patrons may borrow items not owned by the Norfolk Public Library from other libraries via the Commonwealth Catalog. The Library tracks items currently being borrowed and generates a paper record with patron information. Once the materials are returned and all appropriate fines and/or fees are paid, the paper record is discarded.

### **Cookies**

The SAILS Library network does not deposit “cookies” on patron-owned devices. The Norfolk Public Library does not deposit “cookies” on patron-owned devices.

### **Google Analytics**

The SAILS Library network uses Google Analytics to track use of its web-based services. Google Analytics does not collect any personally-identifiable information. Instead, it collects and uses pages viewed, operating system used, internet service provider used, and geolocation based on an anonymized internet protocol address.

### **Credit Card Payments**

The SAILS Library network accepts credit card payments for fines and fees. Payments may be made online by logging into the patron account. Credit card transaction information is protected by SSL certification, which is a protocol for transmitting data securely. The credit card payment system complies with PCI-DSS standards. The SAILS library network does not permanently store any personal information or credit or debit card data used in electronic payment transactions.

### **Reference Interviews**

A reference interview occurs when a patron approaches a library staff member, and staff interviews the patron in order to determine the specific information needed. No paper record of patron information is created or maintained during the interview. However, if a request for information requires a staff member to contact the patron at a later time, a patron name and number is taken and patron information is written down. As soon as the requested information is delivered to the requesting patron, any paper record relevant to the interaction is discarded.

### **RFID Technology**

The Library applies RFID (radio frequency identification) tags to all materials in the collection. Other libraries may also apply RFID tags to their materials. RFID tags contain information specific to the tagged item, and a security bit. No personally-identifiable information is stored on RFID tags. An RFID scanner is located at the entrance to the library. The scanner interrogates the RFID tag on items passing by to determine if items carried by a patron have been properly checked out at the Circulation Desk. RFID scanners are also used at the circulation desk to process library materials.

### **Retention of Records**

The Library and the SAILS library network retains information to the extent required to provide patron services. Unless a patron opts-in to maintain a charge history, the Library itself keeps no individually-identifiable permanent record of books or materials that have been borrowed and returned, Internet use, Internet sites visited, electronic databases used, nor searches made. Public computer workstations in the Library may hold personally-identifiable or sensitive information to the extent a user has entered such information into a workstation during usage. Patrons concerned about possible retention of personally-identifiable or sensitive information are recommended not to enter such information while using Library computers. A patron who chooses to maintain a charge history may request such history to be purged at any time. Personally-identifiable information pertinent to a specific transaction is purged 365 days after the transaction is completed.

### **Security and Integrity of Data and Records**

The Library does not guarantee the security or integrity of any data, records, activities, or transactions conducted using public computer workstations. Patrons are recommended not to use these workstations for the conduct of critical, sensitive or confidential transactions. Neither the Library, its employees and agents, the Library Director, the Board of Library Trustees, nor the Town of Norfolk shall be liable to any person or entity for the direct or indirect consequences arising from or related to use of public computer workstations. The SAILS library network has security measures in place to protect against the loss, misuse or alteration of information that has been collected from patrons.

### **Surveillance, Monitoring and Recording**

The Library strives to maintain a safe and secure environment for staff and patrons. In pursuit of this objective, selected areas of the Library premises are under continuous video surveillance and recording. This activity is disclosed by means of signage is posted throughout the Library.

Images from the Library surveillance system are stored. It is the intent of the Library to retain recorded images for a minimum of 30 days. Images may be monitored in real-time, saved, printed, copied to other forms of storage, and/or reviewed by Library management and other authorities when an safety or security incident is suspected to have occurred or has been reported. The retention period for images may be extended for such time as may be deemed necessary by the Library Director and/or as may be directed by lawful authority.

### **Use of Surveillance Images and Recordings**

Surveillance images and recordings are used to inform investigations of suspected or real instances of administrative, civil and criminal wrongdoing, and any other action/s considered disruptive to Library operations or out of compliance with Library policies. Images may be shared with Library staff, and with all other individuals or entities as may be necessary in the pursuit of helping maintain a safe and secure environment, enforcing Library policy, informing investigations, and for any and all purposes consistent with state and Federal law.

### **Policy Enforcement**

The Privacy Policy is enforced by the Library Director, in concert with library staff.

### **Right to Inspect Patron Information**

Library patrons have the right at any time, to inspect all information pertinent to them, which is held by the library or the SAILS Library network. Patrons may request this service by contacting any member of the library staff.

### **Right to Have Personal Information Removed from Library Systems**

Library patrons have the right, at any time, to have information pertinent to them removed from the library or the SAILS library network. Patrons are advised that removal of required information may prevent delivery of some or all library services.

There are some instances where the library may deny a request to remove information. For example, the library may decline to remove the following types of information, including, but not limited to:

- information required to be maintained by the library pursuant to local, state or Federal law, statute or other regulation, or in performance of contractual obligations,
- information compiled in reasonable anticipation of, or for use in a civil, criminal or administrative action or proceeding.

### **Right of Redress**

Patrons have the right to redress privacy concerns by contacting the Library Director or the Board of Library Trustees.

Adopted 3/15/2017

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