



POLICY: It is the policy of the Norfolk Public Library (NPL) to recognize and respect the confidentiality of information given, sought, or received, and materials consulted, borrowed, or acquired by a Library patron.

DEFINITIONS:

Patron PIN Number: 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.

Reference interview: an interview conducted by an NPL staff member of a patron, at the patron's request, in order to determine the specific information needed by a patron.

SAILS: a non-profit, private incorporation, funded by member libraries, government and state grants, and private grants that runs and supports the Enterprise Online Catalog and Circulation systems for 72 [libraries and branches](#) throughout 40 communities in Southeastern Massachusetts.

PROCEDURE:

Statutory Requirements

1. Massachusetts General Laws Chapter 78, Section 7 which requires 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. Correspondingly, the NPL shall not sell, lease, or otherwise share any personal information with third parties unless required by law. The NPL 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.

2. 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 and Retention of Patron Information

1. The NPL collects and retains 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.
2. The NPL nor the SAILS Library network deposits “cookies” on patron-owned devices.

Catalogue searches and circulation records

1. Patrons may search the NPL and SAILS member library collections 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.
2. 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.
3. Patrons may also borrow items not owned by the NPL 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.
4. 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.
5. A patron who chooses to maintain a charge history may request such history to be purged at any time. Personal identifiable information pertinent to a specific transaction is purged 365 days after the transaction is completed.

RFID technology

1. The Library applies RFID (radio frequency identification) tags to all materials in the collection. Other libraries may also apply RFID tags to their materials.
2. 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.
3. RFID scanners are also used at the Circulation Desk to process Library materials.

Computer use records

1. The Library has public computer workstations available to use the Internet and/or use word processing, spreadsheet, and presentation software.
2. 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. There is no record of which specific computer workstation was used by a patron or visitor, nor the PIN number or password used.
3. 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.
4. The Library keeps no permanent record of Internet sites visited by patrons, the electronic databases accessed, nor the searches performed by individual patrons.
5. The NPL 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.
6. 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. If patrons are concerned about possible retention of personally identifiable or sensitive

information on NPL computers, it is recommended that they refrain from entering such information while using Library computers.

7. The SAILS network counts the number of views of different web pages within the sites it hosts (SAILSINC.org). The SAILS 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.

Patron e-mail addresses and records

1. 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 other transactions and for Library newsletters and announcements.
2. 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.
3. E-mail messages sent to any NPL 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.

Reference interviews

1. No paper record of patron information is created or maintained during a reference interview.
2. 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.

Security and Integrity of Data and Records

1. 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.

2. The Library does not guarantee the security or integrity of any data, records, activities, or transactions conducted using public computer workstations.
3. Patrons are recommended not to use these workstations for the conduct of critical, sensitive, or confidential transactions.
4. 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.

Patrons Privacy Rights

1. 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.
2. 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.
3. However there are some instances where the NPL 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.

Video and Audio Recording

1. Visitors and patrons video and audio recording within the Library shall respect the personal space and quiet enjoyment of the library by all other visitors, patrons, and staff.
2. While the Norfolk Public Library does permit video and audio recording, it does have these prohibitions on recording:

- Video and audio recording beyond the hours that the library is open to the public.
 - The use of using equipment that is distracting, loud, blocking pedestrian passages, or otherwise interrupting basic library operations.
 - Physical access to those areas of the library that are not open to the public, such as *staff only* areas and where individuals have a reasonable expectation of privacy such as public bathrooms and individual study rooms.
 - Recording that interferes with the ability of library staff to conduct business or compromises public safety.
3. The NPL requests that individuals recording within the Library respect the personal space of others and that others are not recorded without their consent. The NPL also requests that that those individuals recording others are especially sensitive to the needs of our younger patrons.
 4. Any NPL visitor or patron who believes that s/he is being audio recorded by an individual may explicitly state that they do not wish to be so recorded and audio recording must stop at that time.
 5. Any NPL staff member who believes that an individual is video and/or audio recording shall inform that individual that while they may so record within common areas open to the public that they should be respectful of other visitors and patrons in the library.
 6. If a NPL staff member believes that an individual engages in a prohibited act as described above after being so informed, that staff member shall notify immediately the Library Director or designee who shall then take appropriate action which could include notifying the Norfolk Police Department.
 7. Any NPL staff member who wishes to record a minor or an adult for the purpose of promoting the Library or its programs shall first obtain the written permission of the minor's parent or guardian or the adult prior to any recording occurring by using the Photo Release Form in Appendix A.

Right of Redress

1. Patrons have the right to redress privacy concerns by contacting the Library Director.
2. Patrons who are not satisfied with the action taken by the Library Director in response to a privacy concern may communicate this in writing to the Board of Library Trustees; request to be added as an agenda item at a scheduled Trustees meeting; or present it to the Board of Trustees at a Trustees meeting during the time reserved for public comment.

REFERENCE: American Library Association, *Privacy: An Interpretation of the Library Bill of Rights* (<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/privacy>)

CANCELLATION: This policy cancels all previous policies, procedures, memorandums, messages, and directives on this subject.

APPLICABILITY: This policy applies to all NPL trustees, staff members, and patrons.

REVIEW DATES: Adopted 3/15/2017; revised 9/20/2017; reviewed 9/19/2018; revised 10/16/2019; revised 6/25/20.

Appendix A – Photo Release Forms

Photo Release Form for Minors (if under 18)

By virtue of my signature below, I grant the Norfolk Public Library permission to use and publish my child's photograph to promote the Library and its programs. I understand the images may be used in print publications, online, in presentations, and on websites and social media. I also understand that no royalty, fee, or any other form of compensation shall become payable to me, or any agent acting on my behalf, by reason of such use.

Parent/Guardian Signature: _____

Date: _____

Parent/Guardian Printed Name: _____

Child's Name: _____

Parent/Guardian Phone Number: _____

Photo Release Form for Adults (over 18)

By virtue of my signature below, I grant the Norfolk Public Library permission to use and publish my photograph to promote the Library and its programs. I understand the images may be used in print publications, online, in presentations, and on websites and social media. I also understand that no royalty, fee, or any other form of compensation shall become payable to me, or any agent acting on my behalf, by reason of such use.

Signature: _____ Date: _____

Printed Name: _____

Phone Number: _____

