NORFOLK MASSACHUSETTS PUBLIC LIBRARY

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# Privacy Policy

**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:* This number is used to authenticate patrons to their patron account, to the SAILS Library Network, and to public computer workstations. The PIN can be changed to another number on patron request. The PIN is not visible to library staff.

*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 grants, and private grants that runs and supports the Enterprise Online Catalog and Circulation systems for libraries throughout communities in Southeastern Massachusetts.

**PROCEDURE:**

**Statutory Requirements**

1. Massachusetts General Laws Chapter 78, Section 7 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. Federal law allows authorities to apply for warrants to seize records of all types, including those from libraries. Federal law supersedes Library policy and Massachusetts Law. Therefore, if a valid request is received from federal authorities, the NPL must comply. Federal law 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 include patron name, address, telephone number, and e-mail address.

2. Neither 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 their 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 outside of the SAILS system via the Commonwealth Catalog. or Inter Library Loan (ILL). The NPL tracks items currently being borrowed and generates an electronic record with patron information.

4. Unless a patron opts-in to maintain a charge history, the NPL 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 NPL 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 NPL. The scanner reads 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 NPL 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 NPL 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 NPL 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.

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

**3D Printing**

1. The NPL does not guarantee patron privacy during the printing process as printing is done in a shared public space.

**Patron contact information and records**

1. Patron contact information, when furnished, is used for the purposes of SAILS interlibrary loan transactions and notifications.

2. Contact information is not shared with any business, organization, or individual, nor is e-mail sent on behalf of any business, organization, or individual. Patrons may opt-out of receiving notifications at any time.

3. Messages sent to any NPL and/or SAILS Library Network e-mail address may be stored or forwarded to others within the NPL, SAILS Library Network, or to other libraries in order to respond to patron requests for service and are subject to the provisions of Massachusetts public records laws.

**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 NPL does not guarantee the security or integrity of any data, records, activities, or transactions conducted using public computer workstations.

3. The NPL recommends that patrons not use these workstations for the conduct of critical, sensitive, or confidential transactions.

4. The NPL and its employees and agents, the Library Director, the Board of Library Trustees, and the Town of Norfolk shall not 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. 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 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 NPL respect the personal space of others and that others are not recorded without their consent. The NPL also requests that those individuals recording others are especially sensitive to the needs of our younger patrons.

4. Any NPL visitor or patron who believes that they are 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 an adult or a minor for the purpose of

promoting the NPL or its programs shall verbally inform the adult, minor's parent, or responsible adult prior to any recording.

8. The Norfolk Public Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of the library premises are under continuous video recording. Signage is posted throughout the library disclosing this activity. A security camera system monitors and stores images digitally for a finite amount of time. Images may be monitored in real time and may be reviewed by library management when an incident has been reported. Security incident procedures regarding surveillance and recording is outlined in the Safety and Security Policy.

**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.