

Geneva Public Library Confidentiality of Patron Records Policy

The Geneva Public Library and the Board of Trustees recognize library patron's expectations of, and rights to, privacy and confidentiality.

In accordance with the Nebraska Revised Statute § 84-712.05,

“The following records, unless publicly disclosed in an open court, open administrative proceeding, or open meeting or disclosed by a public entity pursuant to its duties, may be withheld from the public by the lawful custodian of the records... (11) Records or portions of records kept by a publicly funded library which, when examined with or without other records, reveal the identity of any library patron using the library's materials or services...”

and in accordance with the American Library Association's *Library Bill of Rights* and *Code of Ethics*, the library and Board recognize that patron registration and circulation records are confidential in nature.

All library employees are advised that such records are private and shall not be made available to any agency of federal, state, or local governance unless a subpoena, warrant, court order, or other official investigative document is issued by a court of competent jurisdiction and shown to the Library Director and President of the Board of Trustees.

Information from these records will not be released except under the conditions outlined in this policy. Any problems or conditions relating to the privacy of a customer through the records of the library will be referred to the Library Director, who, after study and consultation with the Board of Trustees and/or City of Geneva legal counsel will issue a written decision as to whether to heed the request for information.

Notice & Openness

The Library affirms that library patrons have the right of “notice” – to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of library services.

In all cases the library avoids creating unnecessary records, avoids retaining records not needed for the fulfillment of the mission of the library, and do not engage in practices that might place information on public view.

Information the library may gather and retain about current and valid library users include the following:

- User information required to provide library services such as first and last name, address, telephone number, email address, and date of birth.
- Circulation information such as items currently checked out, items on hold, holds pending, and current fines, along with the items on which current fines have accrued.

Choice and Consent

This policy explains the library's information practices and the choices a patron can make about the way the library collects and uses patron information. The library will not collect or retain private and personally identifiable information without consent. Further, if you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license, or disclose personal information to any third party without your written consent, unless we are compelled to do so under the law or to comply with a court order.

If a patron wishes to receive borrowing privileges, the library must obtain information about that person in order to provide them with a library account.

Access by Users

Individuals who use library services that require the function and process of personally identifiable information are entitled to view and/or update their information. Patrons are asked to provide their library card, or, in its absence, may be asked to provide some other sort of verification to ensure verification of identity and/or current address.

In the case of a youth, thirteen or younger, information may be released to any parent or guardian. The parent or guardian must present the request in person at the library and must provide current identification.

Data Integrity and Security

The data the library collects and maintains at the library must be accurate and secure. The library takes reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to their own personally identifiable data; and updating data whenever possible.

The library protects personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. Information that should be regularly purged or shredded includes personally identifiable information on library registration forms, library resource use and/or material circulation history.

Library staff take every means possible to protect the confidentiality of information on computer terminals, such as clearing cookies and deleting website history at the end of each individual's computer use.

Enforcement and Redress

The library will not share data on individuals with third parties unless required by law. Library users who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Library Director. The Library Director will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

The library authorizes only the Library Director to receive or comply with requests from law enforcement officers; the Library Director may confer with the City of Geneva legal counsel before determining the proper response. The library will not make library records available to any agency of federal, state, or local governance unless a subpoena, warrant, court order or other investigative document is issued by a court of competent jurisdiction that shows good cause and is in proper form.

This policy is issued by the Library Board of Trustees and is subject to periodic review and/or revision at the sole discretion of the Board. Appeals must be submitted to the Board in writing.

Adopted by the Library Board of Trustees..... 9/26/2017

Reviewed and Revised by the Library Board of Trustees_____