

# PRIVACY

Plymouth District Library (“PDL” or “Library”) is committed to protecting patron privacy by treating personally identifiable information confidentially. Our commitment to patron privacy has deep roots in the law and in the ethics and practices of librarianship. The Library holds true to the values of the [American Library Association](#), affirming that, “Privacy is essential to the exercise of free speech, free thought, and free association.”<sup>1</sup> As such, we aspire to protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.

State law ([Michigan Library Privacy Act, P.A. 455, 1982](#)) protects library records from disclosure if a member of the public or the media requests them. Library records include any written or electronic record used to identify a patron. This includes, but is not limited to, borrowing history, name, address, telephone number, or email address. Although the Library does everything we can to protect patron privacy, there are times when we may be required by law to provide this information. Library records may be subject to disclosure to law enforcement officials per legal requirements, the [USA Patriot Act](#), or in a civil lawsuit. The Library may also be forbidden from reporting that patron records have been requested or obtained.

## INFORMATION COLLECTED

The Library strives to collect the least amount of personally identifiable information necessary. We attempt to avoid creating unnecessary records. We avoid practices that might place patron information in public view without specific consent. Patrons may choose to submit personal information in order to use some library services. Personal information given to the Library will be treated as confidential, to the extent possible. We will not sell or license personal information. We will not disclose it to any third-party except those working under contract with the Library or as required by law.

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<sup>1</sup> Court opinions establishing a right to receive information in a public library include *Board of Education v. Pico*, 457 U.S. 853 (1982); *Kreimer v. Bureau of Police for the Town of Morristown*, 958 F.2d 1242 (3d Cir. 1992); and *Reno v. American Civil Liberties Union*, 117 S.Ct. 2329, 138 L.Ed.2d 874 (1997).

We may collect the following personal information for access to Library services:

- Name
- Address
- Telephone Number
- Email address
- Date of birth
- Library barcode number
- Items currently checked-out, requested, canceled holds, and inter-library loans (MelCat)
- Overdue items (until returned)
- Fine history
- Sign-up information for library events

The Library does not keep a record of a patron's reading history beyond operational requirements. Once an item is returned, it is removed from the patron's account. Items with late fees will remain on their account until paid. Third-party vendors (see below section on third-party vendors), however, may keep a record of patron borrowing history.

We use analytical software to collect data about the use of our website; this data is kept by the Library and is not readily accessible to outside parties. We use this information to make improvements on our website and to track trends. Personal information (name, address, etc.) is not tracked.

The Library collects the following data:

- Browser type
- Anonymized internet address
- Operating system type
- Web address of the page from which you linked to our site
- Device
- Network service provider
- Interaction data

Any personal information provided by a patron in email messages, web forms, in-person, via telephone, or other communications is only used for the purpose for which submitted.

Radio Frequency Identification (RFID) technology is used to check out library materials, keep a record of the library collection, and secure the collection from theft. RFID tags

attached to items only contain the barcode number of the item. No personal library patron or transaction information is on the RFID tag.

## ACCESS TO PRIVATE INFORMATION

All library patron records are considered confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Anyone with written consent of the cardholder (limited access)
- Under legal compulsion, such as court order or subpoena
- Only those authorized by the cardholder or the cardholder's primary guardian will have access to a patron's record.

All library patrons can view and update their personal information. This can be done online or in person. Proof of your identity through photo identification is required to update information in person. A PIN is required to change this information online.

## LIBRARY WEBSITE & DEVICES

### *HTTPS*

The Library's website ([plymouthlibrary.org](http://plymouthlibrary.org)) is encrypted via HTTPS. All communications between a patron's browser and the Library website are private.

### *COOKIES*

A cookie is a small file sent to a browser by a website each time the site is visited. Cookies are stored on a local computer and can transmit personal information. Cookies are used to remember information about preferences on the pages that are visited.

Our library servers use cookies to verify that a person is an authorized user. This allows patron's access to licensed Library-affiliated or approved third-party vendors. Cookies obey the privacy settings that have been chosen in the browser. We will not share cookie information with external third parties.

### *DATA & NETWORK SECURITY*

The Library uses software programs that monitor network traffic to identify unauthorized or malicious attempts to upload or change information or otherwise cause damage.

### *LIBRARY DEVICES*

The Library does not keep a record of patron activities on any public-accessible computer or device made available for public use. Any record of browsing history and activities are removed upon log out or reboot. All personally identifiable information is purged immediately upon the end of a public computer session or reboot of a library device. An anonymous log is created for public computer sessions that identifies only the computer terminal number, reservation time, and duration of the session.

### *EMAIL & MARKETING*

Patrons may choose to subscribe to a variety of Library electronic mailing lists that promote Library news and activities. The mailing lists are serviced by an affiliated vendor. See below for information on how the Library works with third party vendors.

## PRIVACY & THIRD-PARTY VENDORS

The Library enters into agreements with third-parties to provide online services, digital collections, streaming media content, and more.

Affiliated third-party vendors may collect and share patron information, including:

- Personally identifiable information patrons knowingly provide. This includes: when a patron registers for the site, provides feedback and suggestions, requests information, or creates shared content.
- Other information that could be used for identification. This includes: IP address, search history, location-based data, and device information.
- Non-personally identifiable information. This includes: ad views, analytics, browser information (type and language), cookie data, date/time of request, demographic data, hardware/software type, interaction data, serving domains, page views, and the web page visited immediately prior to visiting the site.
- Other data as described in the vendor's privacy policy and terms of use.

We make reasonable efforts to ensure that the Library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning patron privacy and confidentiality. Our contracts address restrictions on the use, aggregation, sharing, and sale of information, particularly about minors.

The Library expects vendors to:

- Follow all privacy-related items in the vendor contract and licensing agreements.
- Conform to Library privacy policies.
- Refrain from collecting or sharing additional information about patrons, other than is needed for delivery of the library services provided.
- Have a publicly posted privacy policy.

Library patrons must understand when using remote or third-party vendor sites that there are limits to the privacy protection the Library can provide.

The Library also may suggest links to external websites that are not privacy-protected.

## VIDEO SURVEILLANCE

Plymouth District Library has interior and exterior security cameras. Video is available to view by designated staff, or by third parties under legal compulsion.

### *BODY-WORN CAMERAS*

Local police and public safety officers generally wear body-worn cameras. Police agencies do not engage in regular surveillance or patrols to the Plymouth District Library but do respond to calls for service. They can record patron contacts, interviews, and other events when recording could provide value as evidence. An officer does not need consent to record.

## HANDLING OF LAW ENFORCEMENT REQUESTS

It is the policy of the Plymouth District Library to preserve the confidentiality and privacy of the registration and circulation records of its borrowers to the fullest extent permitted by law. Only the Director or their designee is authorized to receive or comply with requests from law enforcement officers. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring us to do so. These orders must show good cause and be in proper form. Library staff are instructed to refer any law enforcement requests to the Library Director.

## COMMITMENT TO PRIVACY

It is our policy to protect our patron's personally identifiable information from unauthorized disclosure. Library patrons who have questions, concerns, or complaints regarding the Library's handling of their privacy and confidentiality rights should contact the Library Director. The Library reserves the right to change or modify this privacy policy at any time.