

CARTER LAKE PUBLIC LIBRARY

Confidentiality and Privacy Policy

Purpose:

The Carter Lake Public Library's Confidentiality and Privacy Policy is designed to safeguard the privacy of library users while complying with state laws. This policy aims to balance providing library services effectively and respecting the privacy rights of library patrons, promoting transparency, and aligning with legal obligations. We are committed to protecting your privacy. It is central to intellectual freedom and free speech, free thought, and free association. State Law protects Library Accounts under [Iowa Code Chapter 22](#).

Access to your Library Account information is limited to authorized Library Staff, except in the following circumstances:

- A person will have access to your account if you give them your card or card number. If your card is missing, please report it to us as lost or stolen.
- Your account may be given to authorities when a court order or subpoena is issued.
- Third-party vendors providing digital content have their own privacy policies.
- It is not private information that you are in the Library. Security cameras are in use to protect the safety and security of the public, the Library, and their contents.
- Library programs or public meetings may be recorded or photographed.
- Individual third-party websites requiring their own logins may track your behavior and share your data while accessing from our public computers.
- When the value of billed items is excessive, we may share the information with a collection agency, or in extreme cases, law enforcement, in order to help retrieve items.

Children and Parents:

- Children may decide if they give parents access to their account.
- Families are automatically linked to a child's account. Library staff may access this information in the case of an emergency to contact the child's legal guardian.
- Young adults should consider updating their accounts and decide if they want their parent's contact information listed.
- Parents have access to information about long overdue items that are billed on their child's account.
- Fines are shared across all family members in linked accounts.
- Children need to have a signed Unattended Child Form on file in accordance with our Unattended Children Policy.

Record Types:

At-Home Borrowing Histories

- To prevent sending duplicate materials. To build a profile of preferred authors and types of materials.
 - Kept: Until withdrawing from the program

At-Home Enrollment Forms

- Enrollment agreement to have borrowing records retained.
 - Kept: Until withdrawing from the program

Borrower Application

- To help with problem resolution and to double-check information was inputted correctly.
 - Kept: End of Shift

Borrowing History

- Opt-in service. Borrowing History creates a log of title/author information and date of transaction. Accessible by logging into the catalog. Information may be accessed by staff in case of emergency or at patrons' request. Patrons can change how long this history is saved on their account.
 - Kept: Indefinitely, until deleted by the user

Computer Activity

- Any files created or downloaded including browser history, browser cache, browser downloads, images, cookies, as well as files copied from flash drives are deleted when the computer is logged off.
 - Kept: Until the session ends

Computer Use

- Logs show who used a computer, when, and for how long. Kept for statistics and occasionally to identify people for conduct issues.
 - Kept: Up to 30 days

Conduct Database

- Informs staff about people exhibiting inappropriate conduct, helps identify repeat offenders, and keeps a record of suspensions.
 - Kept: Indefinitely

Current Checkouts, Fines, & Claims-Returned

- The record shows items currently being borrowed, items with paid or outstanding fines, items with associated bills, and items claimed-returned.
 - Kept: 3 years for paid fines and bills; Indefinitely for claimed-returned

Current Interlibrary Loan Orders and Checkouts

- Person and title information is used to track the status of interlibrary loan requests and loans.

- Kept: Until the item is returned to the loaning library

Digital History Project Permissions and Metadata

- Permission forms to gain rights to display content such as images, documents, video files, etc. on our Digital History Project website. If desired by the contributor, acknowledgment will be given in the item's information on the site.
 - Kept: Kept indefinitely

Emails to Staff

- Are kept until the issue is resolved. The only exception to this are emails from vendors and outside organizations which are kept for future reference.
 - Kept: Until the issue is resolved

Event Registration

- To create lists for classes and events; include name, address, phone number, and email information.
 - Kept: 2 months after the event has ended.

Holds Information

- Record of unfilled holds and holds awaiting pickup. Searchable by patron or title.
 - Kept: Until filled or canceled

Interlibrary Loan Borrowing Histories

- Person and title information is kept for statistics and to answer questions from loaning libraries about interlibrary loan transactions.
 - Kept: 6 months for books and audiovisual materials

Interlibrary Loan Requests

- Contact information is kept for problem resolution while the request is being processed. The record of the request is retained for the next 180 for analysis by our selection team, but no patron information is associated with the request after 120 days of resolution.
 - Kept: 120 days after request resolved for patron information; 180 days for ILL title information

Last Borrower Per Item

- Used to identify in case of damage, missing pieces, or personal items left in library materials.
 - Kept: Until the item is borrowed and returned again; or until the item record is deleted

Lost & Paid Items

- The system automatically produces a note in the patron's record when a billed item is paid for that includes title, author, date paid, and cost information. Kept for problem resolution.
 - Kept: Indefinitely

My Bookmarks

- Opt-in service. Bookmarks, allow users to save items in the catalog for later viewing. Accessible by logging into the catalog. Notice is provided that information may be accessible to staff.
 - Kept: Indefinitely, unless deleted by the user

Notes on Questions from Patrons

- Kept while staff conduct research or if needed to follow up with patron.
 - Kept: Until communicated to the patron

Patron Records

- Patron records contain contact information such as address, phone number, and email address. Records are purged annually. Records with less than \$20 in fines are removed after 3 years of inactivity. Records with less than \$200 in fines are removed after 7 years of inactivity. Records with less than \$500 are removed after 10 years of inactivity.
 - Kept: Varies

Security Camera Video

- Used to identify behavior associated with incident reports. Images related to incident reports may be saved indefinitely on a networked computer drive. This is a public record per the City Attorney's office.
 - Kept: Between 7 and 42 days

Third-Party Providers

- Third-party vendors provide some library services and content, such as eBooks, summer reading program registrations, and online learning resources. These vendor's privacy and confidentiality policies may differ from ours. Patrons should consult the third-party privacy of the outside databases for more information.
 - Kept: Varies depending on the service provider

Wifi Usage

- Logged for maintenance and statistics. Not actively monitored or saved. Logs contain the amount of data used, access times, and the device's MAC address, but do not contain the type or source of the data.
 - Kept: Varies, generally several months