

## **DAVENPORT PUBLIC LIBRARY CONFIDENTIALITY AND PRIVACY POLICY**

The Board of Trustees of the Davenport Public Library affirms that privacy and confidentiality of library records and transactions are essential to protect the privacy of users and follow the [Code of Ethics of the American Library Association](#) . A democracy presupposes an informed citizenry. As a publicly supported library, Davenport Public Library provides free and equal access to information for all people of the community the library serves.

### **Personally Identifiable Information (PII)**

Davenport Public Library collects [only] the information needed to contact library users regarding the return of library materials, the collection of fines and bills, programming, promotions and reserves. Records will be retained for the shortest length of time necessary to facilitate library operations.

### **Confidentiality of Library Transactions**

The Davenport Public Library Board of Trustees recognizes that the confidentiality of library records is directly related to the freedom of citizens to read and pursue information without fear of intimidation, and is central to the concept of Intellectual Freedom. To assure citizens free access to information, a library must protect its users from intimidation or harassment which might occur if user records were made available for purposes other than those for which they were intended.

To maintain this confidentiality, such records shall not be made available to anyone including any agency of state, federal, or local government except as required by law. Section 22.7(13), Code of Iowa, specifically prohibits release of such information except under court order. The Davenport Public Library will not respond to any informal request by a third party for personally identifiable information (PII) contained in library records or accessible in the library or through its computer systems about any library user. Such information includes database search records, reference interviews and any reference or information requests, library card applications, electronic requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services in accordance with the *Code of Iowa, 22.7 "Examination of Public Records (Open Records)"*

The Library upholds the privacy rights of its patrons by conforming to the following guidelines:

1. The lawful custodian of the records is the Director of the Library.
2. The library does not reveal the identities of individual users nor reveal the information sources or services they consult unless required by law.
3. The library will hold confidential the names of card holders and their registration information and not provide access for private, public or commercial use. Confidentiality requirements of the Iowa Code section 22.7(13) are waived to the extent necessary for collection of overdue fines or loss or injury to materials or equipment.
4. The library will not release registration, circulation or other records protected under the Iowa Code unless it is required by law to release the information. Circumstances which require the library to release the information include the following:
  - a. The library receives a Warrant or National Security Letter for the information issued under the USA Patriot Act (which includes amendments to the Foreign Intelligence Surveillance Act and the Electronic Communications Privacy Act).
  - b. The library receives a valid court order requiring the library to release registration, circulation or other records protected under the Iowa Code

5. The Library Social Worker is a mandatory reporter. This policy doesnot prevent the Social Worker from fulfilling this obligation.

Protecting user privacy and confidentiality is fundamental to the ethics and practice of librarianship. Library staff has an ethical, professional and legal obligation to protect the confidentiality of collected PII. Any gathering of PII will be done in the interest of providing or improving library services.

However, the library will release information to the parent or guardian of a minor child for the purposes of recovering overdue material and settling accounts for lost, late, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. Title Information will be provided to a minor child's parent only after an item has become overdue.

In fulfillment of partnership agreements with the Davenport Community Schools, and for the purpose of assessing program impact, the Library may share the names of students participating in the Summer Reading program, 1000 Books Before Kindergarten and other special initiatives with the Davenport Community Schools. Information shared with the Davenport Community Schools is subject to the schools' confidentiality policy. All other confidentiality requirements apply in that no circulation transaction or information about information requests will be shared.

### **Web Server and Electronic Resource Usage**

The Library Information Technology Department may track the usage of the Library Web site and other Library systems and services accessed through Library servers. The Library uses this information only as anonymous aggregate data to determine the number of visitors to different sections of our sites and to help us make our sites more useful. The Library does not use the information to track or record information about individuals.

The Library does not use cookies or tracking mechanisms that collect PII on its sites or in its online catalog.

The Library provides users access to content provided by third party vendors. Davenport cardholders can access most content remotely using their library card number. Use of these digital resources is logged automatically by computer servers owned by these 3<sup>rd</sup> party vendors. Anonymous aggregated use data is provided to the library.

3<sup>rd</sup> party vendors may collect PII that users share with them and follow their own privacy policies. The Library is not responsible for PII that patrons share with any 3<sup>rd</sup> party vendors.

### **Security of Library Records**

The Library operates its own internal network and makes every reasonable effort to protect its network from hackers. Email that people send to the Library is not necessarily secure against interception. The Library does not collect-sensitive information such as social security numbers or credit card numbers.

Approved by Library Board of Trustees, May 17, 2005

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