

Solano County Library Privacy Policy

Policy Statement:

The Solano County Library champions the protection of personal privacy. Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library. This policy affirms the Library's commitment to privacy, explains the information that the Library collects, and alerts visitors to Library facilities and users of remotely accessed Library services to the privacy choices they face.

General

1. The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal, state and local law, including the California Public Records Act (1) and the USA PATRIOT Act (2).
2. To make this policy easy to find, the Library makes it available on the Library's Web site and at every point where personally identifiable information may be requested.
3. Protection of confidentiality extends to information sought or received, and materials consulted, borrowed and received.
4. Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.
5. The Library does not collect personal information about a library user when a user visits the Library's web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. The user has the option to participate or not participate, and it is not a pre-condition to the use or accessing of the website or program.
6. Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary library user surveys.
7. The Library protects library user account information by placing it on a secure server.

Library Cards and Circulation Records

8. To receive a library card, library users are required to provide identifying documentation such as name and mailing address. This identifying information is retained as long as the library user continues to use the library card.
9. A library user's library record includes current borrowing information, items currently checked out or on hold, as well as overdue materials and fines.

10. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time. This information is automatically deleted from an individual's account.
11. The Library upholds the principle that customer records are confidential in nature. Specific questions and situations regarding disclosure of customer registration and circulation records are outlined in the Solano County Library - Library Policy Manual under the subject of Customer Procedures, Customer Confidentiality.
12. Interlibrary loan records qualify as customer records under the Library's Customer Confidentiality Policy. Copies of request forms are discarded once the request has been filled.
13. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is kept in the borrower's fine history for up to one year.

Radio Frequency Identification (RFID)

Solano County Library is researching the option of RFID (Radio Frequency Identification) as it is applied in libraries. If implementation is undertaken the best practices of the library industry will be followed. These will include:

14. The only information stored on the RFID chip/tag will be limited to the item barcode or an encrypted number, as well as a security bit that indicates if the item is in or out of the library.
15. All existing state and/or federal legislation relating to RFID and library usage will be fully complied with.

Public computer use and the Library's online system

16. The Library uses an online computer reservation program that allows the public to reserve a computer in order to access the Library's catalog, the Internet and other resources. The Library's public computer search stations are programmed to delete the history of a library user's Internet session and all searches once an individual session is completed. Booking history is deleted every four days.
17. Searching by the barcode of library books and other materials is not available to the public.
18. The Library's PC management system keeps a record of those customers whose use of public access computers or the Internet has been suspended due to inappropriate behavior or viewing inappropriate sites per the Library's Internet and Electronic Use policy. These records are kept for three years. Then they are purged from the Library's PC management system.

Email, Web Forms, and Reference Questions

19. Information provided by a library user via email or Web forms will be used only for the purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments.
20. If user contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.
21. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Personal identifying information related to these questions is purged on an ongoing basis.
22. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Information Automatically Collected and Stored

23. As library users browse through the Library's Web site, read pages, or download information, certain information will be automatically gathered and stored about the visit, *but not about the library user*. The information gathered is for statistical purposes only to insure that the Library is providing appropriate services and does not personally identify any individual.
24. The Library automatically collects and stores only the following information about a visit, for statistical purposes:
 - a. The Internet domain and IP address from which access to the Web site is gained;
 - b. The type of browser and operating system used to access the Library's site;
 - c. The date and time of access to the Library's site;
 - d. The pages visited; and
 - e. The address of the Web site from which the initial visit to www.solanolib.com was launched, if any, as well as the address from which a visitor exits.
25. The Library uses this information to help the Library make the site more useful to visitors and to learn about the number of visitors to the site and the types of technology visitors use. The data that is collected is not connected to any personal information or identity.
26. The Library does not collect information about who library users are, and encourages library users to become familiar with privacy policies of the ISP that the user subscribes to and other sites visited.

Links to Other sites

27. The Library's web site contains links to other sites. The Solano County Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Network Security

28. For Web site security purposes and to ensure that the service remains available to all library users, the Solano County Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the Library's web site expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their usage habits (3).

Working with Law Enforcement

29. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT)

30. Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.

Approved by Solano County Board of Supervisors
10/17/06