



Cottage Grove Public Library Privacy Policy

Policy Summary

Cottage Grove Public Library protects the privacy and confidentiality of all library users and endorses the Code of Ethics of the American Library Association. The library's privacy and confidentiality practices are in compliance with applicable federal, state, and local laws, as well as in accord with professional ethics.

Cottage Grove Public Library is subject to Oregon's Public Records Law. As stated in 2017 Oregon Revised Statutes 192.355(23), the following records are exempt from disclosure:

The records of a library, including:

- (a) Circulation records, showing use of specific library material by a named person;
- (b) The name of a library patron together with the address or telephone number of the patron; and
- (c) The electronic mail address of a patron.

The library may gather and retain the following information about current library users:

- Information required to register for a library card, including name, address, phone number, email address, and birthdate.
- Records of material checked out, fees owed, and payments made
- Electronic access information.
- Requests for interlibrary loan and reference services.
- Registration for library classes and programs.

Records may be disclosed to other parties in the following instances:

- To the legal guardian of a minor.
- Upon the consent of the person who requested or obtained the materials or services.
- To a third party working under contract to the library.
- Upon court order, upon order of the district attorney, or where otherwise required by law.

The library takes reasonable steps to ensure data security, including purging or shredding records no longer needed. Technology has been installed on the public computers that regularly removes records such as browsing history.

Access to Accounts and Patron Responsibility

Protecting Your Library Card

It is your responsibility to notify the library immediately if your card is lost or stolen or if you believe someone is using your card or card number without your permission. We encourage you to protect your pin for your privacy and security.

Keeping Account Information Up-to-date

You may access your personally identifiable information held by us and are responsible for keeping your information accurate and up-to-date. You may choose to use a preferred name in addition to your legal name. If you choose to use a preferred name, library correspondence will be addressed to your preferred name. Please ask a staff member if you have questions about the process for accessing or updating your information.

Having Other People Help You with Your Account

You may have other people help you with your account by providing them with your library card or card number and password or by adding authorized users from your household to your library card privilege. Please ask a staff member if you have questions about the process for having others assist you with your account or adding authorized users from your household to your account. Any fees associated with your account are the responsibility of the card holder.

Data Security

The library takes reasonable steps to assure data security. We protect personally identifiable information by electronically purging or manually shredding it once it is no longer needed for library business purposes, whenever possible. We have invested in appropriate technology to protect the security of personally identifiable information while it is in the library's custody. We take steps to remove personally identifiable information from aggregate, summary data. We regularly remove cookies, browsing history, cached files, or other computer and Internet use records that are placed on our computers or networks.

Security Measures

Our policies and procedures limit access to data and ensure that those individuals with access do not use the data for unauthorized purposes. We limit access through the use of strong passwords that are changed regularly and storage of data on secure servers or computers.

Staff may access personally identifiable information stored in the library's computer systems only for the purpose of performing their assigned library duties. Staff will not disclose any personally identifiable information to any other party except where required by law or to fulfill your service request.

Other Services

This privacy and confidentiality policy does not apply to external applications or websites that you may access from the library's public computers, devices or equipment (such as Internet computers, e-readers, etc.)

Some patrons may choose to take advantage of RSS feeds from the library catalog, public blogs, hold and overdue notices via e-mail, and similar services that send personally identifiable information related to library use via public communication networks. Patrons should also be aware that the library has limited ability to protect the privacy of this information once it is outside our control.

Illegal Activity Prohibited and Not Protected

Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Behavior, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

Enforcement and Redress

If you have a question, concern, or complaint about our handling of your personally identifiable information or this policy you may file written comments with the Library Director. We will respond in a timely manner and may conduct an investigation or review of practices and procedures. We conduct such reviews regularly to ensure compliance with the principles outlined in this policy.

The Library Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. The Director confers with the City of Cottage Grove Attorney before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. We have trained all library staff and volunteers to refer any law enforcement inquiries to the Library Director.