



PRIVACY & CONFIDENTIALITY POLICY

OUR COMMITMENT TO PRIVACY AND CONFIDENTIALITY

Valley of the Tetons Library District recognizes the importance of privacy in connection to intellectual freedom. Confidentiality regarding materials checked out, materials used and activities performed with our resources and within our spaces are important to us. We also acknowledge that we have traditionally been known as a Family Library and have issued many “family library cards” in the past. Bearing this in mind, as well as a guardian’s responsibility for lost materials on young children’s cards, to ensure reasonable privacy measures for our small town needs, this policy has been established. The following outlines what information we retain, who can access it, and what measures we are taking to protect your privacy.

LIBRARY RECORDS

The personal information collected by the library is as follows and kept within our system until patrons ask that their membership be removed from the library, patrons have let us know they have moved, the death of patron OR records are purged due to inactivity (a purge will take place every three years starting in 2022):

- Name(s), preferred name (if applicable), address, email address, phone number, library card number, materials currently checked out, overdue material (until returned), and fines paid or waived.
- Email addresses. These will be used to send automated notifications regarding reserved materials, overdue materials, to seek other forms of updated contact information, special library announcements and program participation where applicable. Patrons’ email will be automatically added to our newsletter communications. Those not wishing this email may opt out at any time. Phone numbers may be used to call or send text notices on requested materials or to contact patrons when necessary for library needs. Neither email nor phone numbers retained in our system will be used by any person but library staff and never for non-library purposes.
- Mailing addresses are used to clarify residency (resident vs non-resident cards) and for billing notices.
- By default the Library retains reading history, but we will assist all patrons to opting out or clearing data at any time. This history is only viewable by the patron when accessing their account information or by librarians who may only share this information with the patron themselves as requested by that patron.

- The use of our public computers may result in personal information being stored briefly during a patron's session and shortly thereafter. The library maintains software that permanently removes all personal logins, downloads, search history and creative works upon rebooting the machine (a minimum of daily and often more frequently). Library staff will assist in this process when requested.
- The use of our filtered public wireless networks may result in personally identifiable information, including the device's MAC address and device name, being stored on our network appliances logs for up to 30 days.
- Library staff must refer all requests for library records or information for any account other than their own, to the library director or the library director's designee. Library staff are not allowed to share information about use of library resources and services by identified library patrons except as necessary for the performance of their job duties and in accordance with procedures approved by the library director and/or board.

PATRON CONTACT INFORMATION

No listing of library patrons, their addresses, telephone numbers, email addresses or other contact information is provided to any person or organization, except as may be required by a warrant, subpoena, law enforcement or court command, or as otherwise required by law.

CIRCULATION AND OTHER RECORDS

In general, information about any material checked out to (past or present) library patrons will remain strictly confidential. To accommodate for family use and the ability of guardians to pay bills associated with children's accounts, the following concessions may be made:

- Patrons may set up a Family card rather than a personal card. Such accounts must list all authorized users. Any authorized user can request information regarding material checked out and due dates. They may also update contact information.
- Parents may be added to a child's account with a "care of" note. Only parents listed will have access to check on the child's materials. Any youth who comes of age (16 years old) and shares their own ID (and thus takes responsibility for lost or damaged materials) may have the "care of" note removed.
- For all cards not meeting these two exceptions, all information will be kept strictly confidential in line with Idaho Code Section §74-108(4), which exempts libraries from any obligation to share circulation or other records connecting the names of library users. We do not provide this information to any person or organization, except as required by a warrant, subpoena, law enforcement or court command, or as otherwise required by law.

VERIFICATION & ASSUMPTIONS OF CARD USE

As part of our commitment to maintain privacy, and to avoid internal mistakes, library staff will verify patrons accessing library services that require the use of library accounts are who they say they are. Forms of authorized verification include:

- Photo ID
- Phone Number listed on the account
- Email listed on the account
- It will be assumed that patrons with a card in-hand, or who gives us an account number, is the owner of the card or is authorized to use the card for checkout purposes. Such an individual may also make the following requests without further verification:
 - Renew all materials
 - Renew “overdue materials”
 - Renew specific titles given

REQUESTS FOR A PATRON’S OWN INFORMATION

Pursuant to Idaho Code Section §74-113, a person may, with certain exceptions, inspect and copy Valley of the Tetons Library District confidential records pertaining to that person, and request a correction of information which is not accurate, relevant or complete.

Pursuant to Idaho Code Section §74-102(10), the Valley of the Tetons Library District is authorized to charge fees for actual labor and copying costs if (1) the request is for more than 100 pages of paper records, (2) includes records from which confidential information must be deleted, or (3) the actual labor to respond to the request exceeds two (2) person hours.

CREDIT CARD INFORMATION

The library does not retain credit card information. We do not take responsibility for third parties who offer credit card services, when mistakes made are out of our control.

DIGITAL SERVICES & THIRD PARTIES

A limited amount of information may be collected or transmitted to third party companies which provide library offered services. We also track an aggregate set of information on library website use. We do not review individual use of our site.

Valley of the Tetons Library does not take responsibility for information stored by third party partners like Overdrive. The only information the library provides Overdrive is patron account number and patron assigned PINs. The use of Overdrive on certain devices may require connecting to a patron’s personal Amazon account. We cannot guarantee that our privacy policies and Idaho confidentiality laws that apply to libraries will apply to these

companies. We recommend that you check the privacy policy of the company providing the product that you're using.

OUR COMMITMENT TO VISITATION PRIVACY

Valley of the Tetons Library does not share information about who is in library spaces at any given time. Librarians cannot verify the relationship of a guardian over the phone. Librarians should not connect a child with any caller. In such instances, the librarian may offer to have a child call their guardian if they happen to find the described child on the premises. The same principle applies to adults in library spaces. When in need, library phone use will be offered to children to connect to a child's guardian.

Any surveillance on Library Properties will not be available for public use, except as required by warrant, subpoena or to ascertain the source of property damage or to clear staff of potential erroneous allegations.

HOW WE RESPOND TO SUBPOENAS AND OTHER DEMANDS FOR INFORMATION

All warrants, subpoenas, or law enforcement/court commands for confidential information will be directed to the Library Director or designated library leadership. The library will first seek legal counsel on whether or not we must disclose the information requested. In cases where the demand does not appear to be supported by law, we may utilize appropriate legal procedures to oppose it.

Approved by the Valley of the Tetons Library District Board of Trustees on May 11, 2022