

New Canaan Library

PRIVACY AND CONFIDENTIALITY POLICY

Policy Statement

The New Canaan Library is committed to protecting the privacy of the personal information that is provided by its members and other users (collectively, "users") to the Library and to prevent such information's unauthorized disclosure. This commitment is in keeping with the American Library Association's Code of Ethics and Connecticut General Statutes Section 11-25(b), which provide as follows:

ALA Code of Ethics states: [W]e protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

CGS §11-25(b) states in part: (1) [R]ecords maintained by libraries that can be used to identify any library user, or link any user to a library transaction, regardless of format, shall be kept confidential, except that the records may be disclosed to officers, employees and agents of the library, as necessary for operation of the library.

(2) Information contained in such records shall not be released to any third party, except (A) pursuant to a court order, or (B) with the written permission of the library user whose personal information is contained in the records.

(4) No provision of this subsection shall be construed to prevent a library from publishing or making available to the public statistical reports regarding library registration and use of library materials, if such reports do not contain personally identifying information.

Users should be aware that any library record or other information collected by the Library may be subject to disclosure pursuant to a court order or as may otherwise be required by applicable law.

User Information Collected

The Library collects and maintains only that personally identifiable information on its users which is necessary to enable users to take advantage of its services or programming. Information collected may include name, address, telephone number and if provided, an email address. The Library will not collect or retain such information without the user's consent. Where such consent is given, the Library will keep such information confidential and will not sell, license or disclose it to a third party, except on a confidential basis to a third party working under contract to the Library or unless required by law.

Third Party Services

The Library contracts with third party vendors for licenses that permit users to access offsite computer databases through a library computer or its website; downloadable content (e.g., e-books, e-audiobooks, e-music), and certain other services. The Library endeavors to ensure that such contractual arrangements address the Library's policies on privacy and confidentiality. If a user seeks to access such a service through a library computer or the Library's website, the Library does not provide personally identifiable information about the user, only authorization that the user is entitled to use the service through the auspices of the Library.

However, users should be aware that when accessing third party sites, including those maintained by an entity with which the Library has an agreement, there are limits to the privacy protection the Library can provide. A user who elects to access third party content or services will be subject to the terms of any privacy policy applicable to that content or service. Accordingly, users are encouraged to review the privacy policies, if any, of third party providers.

Other Information Uses

The Library also compiles and aggregates information related to its users to generate data to evaluate and improve its services and programming; to assess the effectiveness of the Library's response to community interests, and to provide statistical data requested of libraries by governmental and association surveys. Personally identifiable information is also collected about the Library's donors and used by the Library in furthering its fundraising. For instance, information is obtained from online transactions such as donations and responses to the e-newsletter and email communications. This information may be employed to provide users and donors with email notice about services and upcoming programs that may be of interest. A user or donor who no longer wishes to receive any such communication may do so by unsubscribing where indicated in the emailed communication or may contact the Library.

Protection of Personal Information

The Library employs reasonable managerial, technical and physical measures to safeguard the confidentiality and security of the personal information collected from users. Notwithstanding such safeguards, no assurance can be given that these measures will be adequate to maintain the privacy of a user's personal information, particularly in view of the open nature of the Internet and World Wide Web.

Users should consult the Library's Internet and Computer Use Policy for additional information on the privacy of their personal information when using the Library's computers and public wireless network.

Requests for Personal Information

The Library's Executive Director, or the person duly appointed in writing by the Executive Director or the Board of Trustees, shall be responsible for handling all law enforcement or similar requests for confidential information on a user. In the event of the receipt of such a request, the Executive Director, or duly appointed designee, as appropriate, shall consult with legal counsel to determine whether such request requires compliance and based on such determination, to formulate an appropriate response. Library staff shall refer all such law enforcement or similar inquiries to the Executive Director, or such duly appointed designee, and shall not release any confidential information until authorized by the Executive Director or such designee.

Users should be aware that legislation, including The USA PATRIOT Act, may increase the likelihood that the Library will be obligated to release confidential information on a user to governmental authorities without regard to the Library's privacy policies.

Amendment

The Library reserves the right to amend this Policy at any time. This Policy, as it may be amended, will be posted on the Library's website upon adoption.

Date approved: May 2018
Next review date: May 2020