

Ridgefield Library Policy Privacy & Confidentiality of Library Records

Library Records

Ridgefield Library ["the Library"] is committed to protecting the privacy of all library patrons and other users (collectively, "users"). Our commitment to our users' privacy and confidentiality is based on the law and also on the ethics and practices of librarianship.

The Library seeks to protect its users' privacy by keeping information about materials they check out and information they access confidential as required by law. In relevant part, Connecticut law (General Statutes of Connecticut, Chapter 190, Section 11-25) provides that:

- *[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.*
- *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.*
- *No provision of this [law] 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.*

All users are advised that any library record or other information collected by the Library is subject to disclosure pursuant to a court order or as otherwise authorized by applicable law.

User Information

The Library is a member of Bibliomation Inc., a consortium of public and school libraries in the state of Connecticut. Bibliomation provides, administers and maintains an integrated library system (ILS) with centralized cataloging and a shared computer network. The Bibliomation consortium manages patron data on behalf of the Library, and maintains a limited amount of personally identifiable information about each Library cardholder, including name, address, telephone number, birthdate, and, if provided, e-mail address. You are entitled to view your personally identifiable information and are responsible for keeping your information accurate and up-to-date.

Bibliomation is committed to maintaining the privacy of all member library patrons. Please see [Bibliomation's full patron privacy policy](#) for more information.

We will keep personally identifiable information confidential and will not sell, license, or disclose personal information to a third party, except on a confidential basis to an agent working under contract to the Library or unless we are required to do so by law.

Third Party Electronic and E-Content Services

We seek to ensure that the Library's contracts, licenses, and offsite computer service agreements reflect our policies concerning privacy and confidentiality. The Library maintains licenses with a variety of third-party services that permit users to access databases, e-content and services through Library computers or the Library's website. If a user chooses to use these services through the Library, we only provide information that authenticates the user as a registered Library patron and do not provide personally identifiable information about the user. **Utilizing third-party content or services will constitute your agreement to the terms of any privacy policy applicable to that content or service.** The Library encourages users to review the privacy policies of all third-party providers, which are located on their websites.

Cookies

Users may need to enable cookies in order to access a number of resources available through the Library's website. If you log in, cookies may be used to verify that you are an authorized user in order to allow you access to licensed Library resources and to customize Web pages to your specifications. Additionally, we use cookies for analytics purposes to understand how the website is used, but do not tie analytics data to your user information.

Use of Information in Connection with Other Programs, Services, and Activities

The Library may compile aggregate demographic data related to our users and donors to better manage our services and to provide aggregate information with potential contributors of financial resources for the Library's programs. In addition, as with other similar organizations, the Library collects certain personally identifiable information about our users and donors for purposes related to our mission. Information is obtained from online transactions such as donations as well as responses to our e-newsletter and e-mail communication. This information may be used to send information to users or to donors about various services offered by the Library as well as other Library initiatives and information. You may stop receiving any particular type of communication by clicking the unsubscribe link in the relevant e-mail, or by contacting the Library directly.

Users of Library services may receive requests to support the Library. The Library maintains confidentiality of all donor data and does not sell or license information about our users or donors, nor does it send donor solicitation mailings on behalf of any other organization.

Security Camera Policy

The Library uses security cameras (CCTV) to provide peace of mind to library patrons and staff by discouraging violations of the library's rules of conduct, to assist library staff in preventing the occurrence of any violations, and to provide law enforcement assistance in prosecuting criminal activity.

Security cameras are not constantly monitored. Staff and public should take appropriate precautions to safeguard their safety and personal property. The Library is not responsible for loss of property or personal injury. Cameras will not be installed for the purpose of monitoring staff performance.

1. Availability of Footage

Video footage may be made available to law enforcement and library staff for the purposes of enforcing library policy or investigating a suspected crime.

2. Duration of Video Archive

Video footage will be kept as determined by the storage capacity of the equipment, but in no case for more than 30 days. The length of time varies depending on the number of cameras configured to the recording system and the quality of the video footage that is being captured. As new footage is recorded, the oldest footage will automatically be deleted.

3. Privacy

Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy, such as in restrooms.

Information Security

The Library and our consortium, Bibliomation Inc., have physical, electronic, and managerial measures in place to prevent unauthorized access to the information we collect. Although we design these measures to be as effective as possible, we cannot assure that such measures will function as intended.

Staff Access to Personal Data

Under Library rules, Library staff may access personal data stored in the Library's computer system only for the purpose of performing their assigned Library duties. Our internal policies prohibit Library staff from disclosing any personal data we collect from users to any other party except where required by law, to the extent necessary to fulfill a user's service request or otherwise with the user's consent.

Library Computers and Wireless Access

Users are encouraged to consult the Library's Internet Use Policy for additional information regarding use of Library computers or the Library's wireless internet connection network.

General

By using the Library's services, including its website, and by communicating with the Library, users agree to be bound by the terms of this policy. This policy may change from time to time, and we encourage users to check it periodically.

Approved by the Library Board 11/18/2019