

Section III: Service Policies

TITLE: Privacy and Confidentiality Policy

Lake Villa District Library (LVDL) recognizes all people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. When users recognize or fear that their privacy or confidentiality is compromised, true freedom of inquiry no longer exists.

LVDL makes every effort to protect the privacy of library users and adheres to the American Library Association Code of Ethics which states:

“We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

Right to Privacy

LVDL is committed to protecting personally identifiable information. LVDL will not collect or maintain personal information without consent. The information gathered is used only to provide or improve library service. Library users have the right to access their own borrowing information on the library’s website or in person. In both instances, a library user will be required to provide proof of identity. Personally identifiable information will not be disclosed except upon a library user’s request or consent.

Confidentiality

Illinois state law mandates the confidentiality of all records containing personally identifiable information relating to an individual’s use of the library and its resources, facilities and services. Confidentiality includes, but is not limited to, the use of all library materials and resources. LVDL will not sell, lease or disclose confidential information to outside parties unless required to do so by law.

Unless otherwise required by law, library records containing personally identifiable information will not be made available to any agency of state, federal or local government unless a warrant, court order, or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. Only the Library Director is authorized to receive or comply with requests from law enforcement officers. The Library Director will confer with legal counsel before determining the proper response.

Types of Personal Information Collected:

- Name
- Address
- Telephone number
- E-mail address
- Library barcode card number
- Date of birth
- Materials currently checked out or requested
- Overdue materials (until returned)
- Unpaid fees (until paid)

How LVDL Safeguards Personal Information

In order to protect personal information, the library will:

- Avoid keeping unnecessary records.
- Limit storage of and access to patron circulation history.
- Purge and shred outdated records.
- Have security procedures that protect against loss, destruction and unauthorized access to your information.
- Ensure that contracts and agreements with providers of electronic resources reflect our policies and legal obligations.
- Remove from computers after each use: cookies, search histories, cached files and other records of Internet use.
- Not collect personal information from individuals using public access computers in the library.
- Not collect personal information from individuals visiting the library website from home.

Using Third-Party Vendors

The library enters into agreements with third parties to provide online services, digital collections, streaming media content and more. When using some of these services, library users may also connect with social networks and other users.

Third-party vendors may collect and share user information, including:

- Personally identifiable information users knowingly provide. This includes: when users register for the site, provide feedback and suggestions, request information or create shared content.
- Other information that could be used to identify users. This includes: users Internet Address (IP Address), search history, location-based data and device information.
- Non-personally identifiable information. This includes: user ad views, analytics, browser information (type and language), cookie data, date/time of user request, demographic data, hardware/software type, interaction data, serving domains, page views and the web page you visited immediately prior to visiting the site.
- Other data as described in the vendor's privacy policy and terms of use.

For more information on these services and the types of data that is collected and shared, refer to the terms of use and privacy policies of each specific vendor. Users may choose not to use these third-party vendors if they do not accept their terms of use and privacy policies. Please read them carefully.

LVDL strives to make every reasonable effort to ensure the library's contracts, licenses and offsite computer service arrangements reflect our policies and legal obligations concerning customer privacy and confidentiality. Our contracts address restrictions on the use, aggregation, sharing and sale of information, particularly about minors.

Library patrons must understand when using remote or third-party vendor sites that there are limits to the privacy protection the library can provide.

LVDL does everything possible to ensure patron card numbers and PINs are protected when authenticating with third-party resources. In some instances, the connection between the library and a third party is not fully encrypted. While it is unlikely that anyone would intercept patron's credentials, it may be possible when third-party resources are utilized. We urge all our third-party vendors to support full encryption of library card login credentials.

Links to Other Sites

The LVDL website contains links to sites not maintained by the library. LVDL is not responsible for the privacy practices of any other sites. LVDL encourages individuals to become familiar with these privacy practices and be mindful when asked to disclose personal information.

Children's Privacy

LVDL considers the privacy and safety of children to be very important. Personal information collected by the library is not shared with any other agency or organization. Disclosure is permitted to parents or guardians of patrons with youth library cards.

Library Bill of Rights

LVDL is committed to the American Library Association's [Library Bill of Rights](http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/privacy) and its Interpretations <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/privacy>. We adhere to the State of Illinois' [Library Records Confidentiality Act \(75 ILCS 70\)](#).

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Reviewed: