PRIVACY POLICY

PURPOSE

Warren County Library (the "Library") is committed to protecting the privacy of its patrons, customers, donors, and friends (collectively referred to as the Library's "users"). All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. The Library believes that privacy is essential to the exercise of free speech, free thoughts and free association, and the Library has created this Privacy Policy so that its users can learn what the Library does with user information. By using the Library's services, users agree to be bound by the terms of this Privacy Policy.

Protecting Library user privacy and keeping confidential information that identifies individuals, or associates individuals with their use of library books, materials, equipment, programs, facilities and/or staff assistance is an integral principle of the Library. Protecting user privacy is a core component of library ethics, and Warren County Library follows the Code of Ethics of the American Library Association (see the Appendix).

The purpose of this policy is to explain the privacy and confidentiality rights of all users of the Warren County Library, the steps the Library takes to respect and protect users' privacy when using Library resources, and how the Library manages personally identifiable information that it may collect from users.

SCOPE

The Library strives to protect its patrons' confidentiality in relation to items used in the Library or checked out, and to information sought through Library systems or the Library's reference services. In accordance with New Jersey state law, (**N.J.S.A. 18A:73-43.2. Confidentiality of library users' records**), registration and circulation records are confidential, and disclosure of these records is limited to the patron and to Library staff in the performance of their duties. Minors who have a Library membership are protected under this law, and Library staff cannot release circulation records to guardians or parents. All other disclosure of these records is permitted only pursuant to a subpoena issued by a court, or a court order. Users have a right to view their own patron record and record of items currently checked out or requested. They can update contact phone numbers and email addresses by signing into their member account online.

RESPONSIBLE DATA PRACTICES

The Library is committed to responsible data practices. This means that no user data is retained that is not essential to the functioning of a Library service; that information is available only to those Library staff who must use it in the course of their duties; and that data is kept secure while in the Library's possession and discarded when it is no longer necessary.

DATA UTILIZED IN LIBRARY SERVICE

LIBRARY CARD AND CIRCULATION INFORMATION
Library cards are issued after a member fills out an online form, or presents documents providing information to the Library staff. Any paper or form used to collect personal information during the registration process is destroyed once the data has been entered into the Library's computer system.

Library borrower records list items currently checked out to a member. The last three borrowers of a specific item are listed on the item record and information can be accessed only by designated staff if a returned item is discovered to be damaged. Interlibrary loan records are maintained for up to one month in the State Library's circulation system *JerseyCat*.

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Records of fines owed on items are kept until paid, and the data is then stored for three years after payment is made. (NJ Records Retention and Disposition Schedule-County Public Library C6000000-003) Borrowers may be sent to collection services for unpaid fees and fines. The Library provides the collection service with borrower information and the total dollars in fines and fees owed to the Library. The Library maintains confidentiality with respect to items borrowed and does not transmit this information to the collection service.

The Library card is the user's access to Library services. Lost or misplaced cards must be reported to the Library as soon as possible. Cards can be misused by others and, therefore, they should be kept secure by the Library user.

MEMBER CONTACT INFORMATION

Contact information provided to the Library may be used to reach Library Members by mail or email for Library- related promotions, such as special events or fundraising.

Friends of the Library may be provided mailing lists as the agents of the Library fundraising efforts.

LIBRARY NEWSLETTERS & PUBLICATIONS

Warren County generates promotional materials and newsletters in electronic format using services from outside vendors to create and distribute these materials. Vendors who provide this service maintain separate mailing lists for our Library and do not distribute these lists to other agencies. Warren County Library members who provide email addresses are enrolled by the Library to receive these promotional materials. Members who do not wish to receive these materials by email may opt out by following the instructions included with the electronic mailing, or by contacting the Library. Privacy statements for outside vendors are posted on their respective websites.

COMPUTER AND INTERNET USE

Library members may reserve time on Library computers by logging on at the Computer Time and Print Management terminal and entering their Library card number and four-digit PIN. The reservation data for each day is routinely deleted. Library computers are configured to prohibit the permanent saving of files to the hard drive, and to keep the amount of cached data and browsing history stored by Web browsers to the minimum required by each program.

Additionally, while using public Internet computers, users may opt to clear their browsing history, cache and other personally identifying information at any time during their session. Otherwise, that data is deleted from the computer upon a computer reboot. Users are strongly encouraged to log out of all computer programs they utilize at the Library before leaving the computer station so that others do not have access to their personal information. As an additional measure, the Library has implemented an automated system which routinely removes temporarily stored information on Library computers. However, users should not rely on this measure alone to remove or safeguard their session data.

The Library's wireless network is not secure. Open wireless connections can be captured by others with a wireless device and specific software. The Library will not be responsible for any personal information that is compromised, or for any damage caused to a user's hardware or software due to electric surges, security issues or consequences caused by viruses or hacking.

Users must take responsibility for removing any storage media or other devices that they have attached to a Library computer they are using. The Library cannot reveal the identities of subsequent users for any reason.

Documents that are sent to a print release station can only be accessed with the identification used when initially logging into a public computer (library card/pin or guest pass/pin) or by Library staff. All documents stored at the print release station are

automatically deleted at the end of the day. Library members can delete their stored documents from the print release station prior to the end of the day, or can request that the staff delete the files.

The Library does not monitor Internet use. Parents/Guardians are responsible for monitoring their children's use of public computers and the Internet.

Network equipment is configured to log the minimum level of data necessary to ensure proper equipment operation. Log data is not analyzed except to diagnose network performance problems, errors or malfunctions. Aggregate data on computer usage (number of users and sessions) is kept for statistical purposes.

MEETINGS, GROUPS AND EVENTS

Reservation of a meeting room requires contact information of representatives of the group holding the meeting. This information is not considered confidential and is stored according to the records management requirements. Members of the public who attend Library-sponsored meetings or group activities organized by the Library may provide contact information for notification of future events. Doing so is voluntary, and at any time the user may ask to be removed from any such list.

Attendance sheets for Library programs reside online in third-party software. Attendance information is retained for Library statistical purposes. Program attendee contact information will be deleted within the limits of the software being used.

REFERENCE SERVICES

If a reference question cannot be answered immediately, it may be necessary for the reference librarian to telephone or email the requester at a later time. The contact information provided by the patron is retained only as long as is necessary to reply to the request, after which it is destroyed.

ONLINE SUBSCRIPTION RESOURCE ACCESS

In addition to all the resources a user may choose to access on the Internet, the Library also subscribes to and provides the public with access to online resources and services that are managed by third parties, such as article databases, online newspapers, reference works, and downloadable books and audiobooks, movies, TV shows, music, and magazines.

When Library patrons are asked to identify themselves using their Library card number to access these subscription resources, the card number is checked against the Library database to verify that the user is a legitimate member of the Warren County Library. The online service receives the information that the user is authenticated but is not provided with the user's Library card number or with any other information identifying the user.

Some subscription resources purchased by the Library may require the creation of a personal account on the third party vendor site. Members are advised to read the terms of service and privacy policy prior to accepting terms or providing personal information to any outside vendor.

OPTIONAL SERVICES

The Integrated Library System provides services that allow users to store personal reading lists on their membership account. A user may also choose to have their loan history saved for future reference. These services will be provided on an "opt-in" basis and will be under the control of the user in terms of initiating the service, modifying the data stored, or opting out and deleting any stored data if the service is no longer desired. Data stored on the Integrated Library System is treated as confidential and under the scope of N.J.S.A. 18A:73-43.2. Confidentiality of library users' records (attached).

Additionally, the Library may establish a presence on third party Web sites or social networking sites in order to communicate in more direct ways with users of those sites. Many social networking sites allow users of those sites to become a "friend," "fan" or otherwise associate their own "profiles" or virtual presences with the Library's profile on these sites. The Library does not collect, maintain or otherwise use the personal information stored on these sites in any way other than to communicate with users on that specific site, using the communication methods available on that site. Users may remove themselves at any time from the Library's "friends" or "fan" lists, or request that the Library's technical contact remove them.

LIBRARY WEB SITE STATISTICS

The Warren County Library uses web server log analysis tools to create periodic summary reports of our Web sites' usage. These statistics are counted as "virtual visits" to the Library.

The statistics collected provide summaries such as: general access (number of hits received), resources accessed (the most and least popular pages), visitors and demographics (IP addresses and domains), activity statistics (most/least active days), technical statistics (client errors), referrers and keywords (search engines and sites that point to our site), and browsers and platforms. The statistics collected are used to improve the Library's Web services, to help us understand how people are using our services and to continually improve the value of the materials available. The Library does not use this data to identify individual users.

ONLINE FINE PAYMENT SYSTEM

The Library offers users the ability to pay their fines via an online form on the Library's Integrated Library System (ILS). During the fine payment process the user enters

her/his library barcode and PIN/password, name, credit card number, expiration-date and card security number into the online form. The data in this form is encrypted before being sent to a PCI compliant processing vendor which conducts the financial transaction. Credit card data is not retained by the Library. Library records concerning member borrowing and fine history are confidential and therefore not transmitted to the processing vendor. Fines and fees paid by Library members through the online fine payment system are automatically posted on the member's account by the Library's Integrated Library System (ILS) upon completion of the transaction.

RFID TAGS

RFID tags are affixed to Library materials and used to automate check-out and check-in of materials and for general inventory control. The only information stored on the RFID tag is the item's inventory number, the same as a barcode. The inventory number cannot be associated with the item through the public interface of the Library database. Library cards do not have RFID tags in them.

VIDEO MONITORING EQUIPMENT IN THE LIBRARY

The Library may utilize video cameras and video recording equipment on Library property as a tool to address specific security related problems and as a deterrent to criminal activity. Library security cameras are limited to locations and uses that do not violate the reasonable expectation of privacy. Areas with video monitoring may include those of public usage, including the grounds, parking lots, entrances and interior hallways. Additional information regarding video monitoring may be found in the Library's Security Camera Policy.

RESOLUTION 2014-9; RESOLUTION 2020-13

PRIVACY POLICY APPENDIX

N.J.S.A. 18A:73-43.2. Confidentiality of library users' records
Library records which contain the names or other personally identifying details regarding the users of libraries are confidential and shall not be disclosed except in the following circumstances:
a. The records are necessary for the proper operation of the library;
b. Disclosure is requested by the user; or
c. Disclosure is required pursuant to a subpoena issued by a court or court order.
L.1985, c. 172, § 2.

Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical

principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
III. 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.
IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.