

## **Flora M. Laird Memorial Library**

### **Patron Confidentiality and Records Retention Policy**

The Coastline library staff have an ethical responsibility, based on state statute, to protect the confidentiality of library users, including information sought or received, materials consulted, borrowed, acquired, or transmitted, or any other personally identifiable uses of library materials, facilities, or services. As caretakers of library users' personal information, Coastline library staff have the responsibility of preventing access to that information. It is the policy of the Coastline library staff to guard against such violations through system security and appropriate data practices.

The libraries cannot guarantee absolute privacy for library users. Electronic data or activity will be secured internally, but network traffic and data external to library physical networks that passes through a public communications network is outside the control of the libraries to secure. However, library staff will ensure that privacy is taken into account whenever information about individuals is gathered and stored. The minimum information, whether electronic or print, necessary to meet legitimate library goals will be kept, and it will be kept only as long as truly needed for library purposes or as required by records retention laws.

1. The Coastline computer system has the capacity to track individual circulation histories. This feature is entirely optional. Many patrons find it convenient to have a record of the items they've previously checked out. When issuing a new library card and at every annual renewal, patrons are offered the option to track or not track circulation data. Patrons may opt in or out at any time.
2. No search histories, bookmarks, documents, files, or any other patron-created data are saved on public terminals. Cookies, browser cached files, recycle bin data, and all other deleted or session-related files are eliminated at the end of each computer session. Patron email messages sent or received using their own web-based accounts are not housed on library servers.
3. Paper applications for library cards will be kept no longer than one week after entry of the data into the Coastline system.
4. Information relating to interlibrary loan transactions will be retained by local libraries no longer than sixty days following termination of a transaction.
5. Information on use of library meeting rooms or other facilities will be kept no longer than is necessary for the operation of the library.

Approved 17 June 2003

Amended 8 Sept. 2020