Overview and General Rules

I. PURPOSE

The Deschutes Public Library (DPL) takes measures to protect customer privacy and confidentiality in compliance with applicable federal, state and local laws as well as in accordance with the American Library Association’s Code of Ethics. In setting these policies, the library considers customers’ privacy and their convenience when using DPL’s resources and services. This policy describes library customers’ privacy and confidentiality rights and responsibilities, the steps DPL takes to respect and protect customers’ when using DPL, and how DPL handles personally identifiable information collected from customers.

II. OBJECTIVE

Library records which provide information regarding the address, phone number, email address or other personal information of a registered customer shall be restricted to the registered customer, subject to the exceptions stated in this policy. Library records which document the use of specific materials or services shall be restricted to the registered customer who used those materials and services, subject to the exceptions stated in this policy.

The library operates with third party partners and/or vendors to provide certain services to library customers. Customer information submitted to the library may be provided to these third parties in order to deliver specialized services or assist the library with specific services. Customers are encouraged to read and become familiar with the privacy policies of these third party partners.

Information the library may gather and retain about customers includes the following:

- Records of material currently checked out, charges owed, payments made, materials requested
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- Requests for interlibrary loan or in-depth information service(s)
- Registration information for library classes, programs, and events
- Aggregated information about library website pages visited and topics searched for (does not contain any personally identifiable information)
III. EXCEPTIONS

(1) Except as set forth in subsection (2) of this section, the library will not collect or retain private and/or personally identifiable information without the customer’s consent. Individuals may choose to submit their names, email addresses, postal addresses or telephone numbers in order to receive library services, such as registering for library cards, requesting materials, receiving responses to questions, or being added to DPL mailing lists. In addition, any library record(s) which identifies a customer as having requested or obtained materials or services shall only be released to the customer who requested or obtained the materials or services.

(2) Library records including but not limited to circulation history, name, address, phone number and/or email may be disclosed to other parties in the following circumstances:

   a. Records may be disclosed when necessary for the reasonable operation of the library.

   b. Records may be disclosed to the legal guardian of a minor if guardian is registered as such in the minor’s library record.

   c. Records may be disclosed to other parties upon the consent of the customer who requested or obtained the library materials or services.

   d. State law protects your library records from disclosure if a member of the public or media request them. Library records may be subject to disclosure to law enforcement officials under provisions of state law, USA PATRIOT Act or a civil lawsuit. Library staff may be forbidden from reporting to you that your records have been requested or obtained under provisions of the USA PATRIOT Act.

   e. Records may be disclosed to third parties working under contract to the library.

(3) Any person(s) requesting access to records under this policy may be required to submit proof of identification and/or other forms of documentation which DPL deems necessary for the efficient implementation of this policy.