



ECKHART PUBLIC  
LIBRARY

## Privacy Policy

*Adopted by Library Board 11/10/2021*

In a library (physical or virtual), the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf. Protecting user privacy and confidentiality is necessary for intellectual freedom and fundamental to the ethics and practice of librarianship (American Library Association, 2018).

Indiana State Law protects the confidentiality of "library or archival records that may be used to identify any library patron" (IC 5-14-3-4). Such records include, but are not limited to, login information, contact information, circulation history, reference requests, program attendance, or computer use history.

The Eckhart Public Library takes seriously its obligation to protect the privacy of every patron. The Library does not share confidential information except upon the request of the individual patron or pursuant to a court order or where otherwise required by statute. The Library upholds the intellectual freedom of all patrons including their right to read, view, and otherwise access information and use library resources.

The Library collects certain information for statistics purposes including how often an item is checked out, how many people attended a program, and how many users log into a database or access the Library's website. This information is confidential and is used solely to evaluate and improve Library services and collections.

### **Circulation Records**

The Library's privacy policy is written in accordance with [Evergreen Indiana's Patron Record and Confidentiality Policy](#).

Certain personal information is required to register for a library card including name; contact information including address, phone number, and email address; birthdate; parent or guardian name; and official government ID number. Each patron account is associated with a barcode number and optional PIN which can be used by patrons to access their accounts online via Evergreen Indiana's Online Public Access Catalog (OPAC). OPAC use is only tracked for statistics. The Library maintains confidential digital patron account information. These records are hosted by the Indiana State Library. Inactive patron records are deleted by Evergreen Indiana.

Patron contact information is used for circulation and library-related notifications and communications.

The Library does not keep detailed patron circulation records after the item is returned unless fees from loss or damage are accrued. Patrons may choose to turn on their user history via their online Evergreen Indiana account at their own discretion.

### **Computer Usage and WiFi Access**

The Library uses the public computer time management system Envisionware. Library card numbers, PINS, and guest passes are used to authenticate users, but the Library does not track user history on computers other than for time management. No user logs are kept. Patron print jobs are retained by Envisionware for roughly 24 hours.

Cookies and certificates are enabled per specific browsers and websites, including the Library's website. The Library recommends that patrons using public computers use personal information including login information, passwords, and payment information with discretion.

The Library's website contains links to other sites. The Library is not responsible for the privacy policies and practices of other sites.

The Library tracks wireless network sessions for usage statistics only.

### **Databases and Online Resources**

The Library subscribes to EBSCO, ProQuest, AtoZ, NuWave, and Gale databases to provide patrons with credible resources for their information needs. The Willennar Genealogy Center photo database is hosted by PastPerfect. The Library receives statistics on database logins and searches in accordance with the privacy policies of [EBSCO](#), [ProQuest](#), [AtoZ](#), [NuWave](#), [Gale](#), and [PastPerfect](#).

The Library is part of the Northeast Indiana Digital Library (NIDL), a consortium of libraries that provides downloadable content to Library patrons through OverDrive, Inc. The Library receives usage statistics in accordance with [OverDrive's s privacy policy](#).

The Library subscribes to Hoopla and Kanopy to provide patrons with downloadable and streaming content. Eckhart Public Library receives usage statistics in accordance with the privacy policies of [Hoopla](#) and [Kanopy](#).

The Library uses SpringShare/LibCal to facilitate meeting room usage and maintain calendars of Library events. Information about room usage or programming attendance is collected for statistical purposes in accordance with [Springshare LLC's privacy policy](#).

### **Email, Online Forms, Reference Questions, and Website**

Information provided to the Library via email, phone, chat or online forms will only be used for the purposes described at the point of collection including requests for reference queries, interlibrary loan materials, program registration, and meeting rooms. All such requests are treated confidentially and information is only retained for statistical purposes. Personal identifying information is regularly purged.

The following is the only information collected when a patron visits the Library's website:

- IP address and domain name associated with the patron's computer
- Browser software and operating system
- Address of the website that referred the patron to the Library's website

- Date and time of the visit to the Library's website
- Pages visited on the Library's website
- Search terms used that led the patron to the Library website

The Library uses the information collected to count the number and type of visitors to the pages on the website. Information in individual Library accounts is not associated with a patron's use of the Library website.

The Library uses cookies with its web-based catalog to keep track of what scope of the catalog a patron has chosen to search or to remember the list of items a patron has exported. Cookies saved on the Library's web server do not store any personal information and expire after 24 hours.

### **Photography, Videotaping, and Use of Other Recording Devices**

Photography, videotaping, or use of other recording devices may not interfere with the provision of Library services. Staff will terminate any photography, videotaping, or recording session that appears to compromise public safety or security.

Individual Photography/Videotaping. Persons photographing, videotaping, or recording on Library premises have the sole responsibility for obtaining the necessary releases and permissions from others who are to be photographed, videotaped, or recorded. Taking photographs or videotaping of a minor requires the permission of the minor's parent or guardian. The Library undertakes no responsibility for obtaining these releases.

Commercial Photography/Videotaping. The Library does not permit commercial photography or filming. Any exception requires the express written permission from the Executive Director or the Executive Director's designee.

Community organizations holding scheduled events or meetings in Library meeting rooms may arrange for their own commercial photography or videotaping/recording of their event. Such commercial photography and videotaping are restricted to the space reserved by the group, and the group is responsible for any necessary releases and permissions.

Library Staff Photography/Videotaping. The Library reserves the right to document its services and the public's use of the Library. Official representatives of the Library may take photographs, videotape, or use other recording devices within the Library and at Library-related events and activities for Library purposes. These photographs and video may be copied, displayed, and published (including on the Library's website) for such purposes as promotion, publicity, and news to inform the public about the Library. All such photography/videotaping will be in accordance with Library procedures.

If individuals do not wish the Library to use photos of them or their minor children, they must notify the Library.

This policy extends to photographs and filming by Library staff at Friends of the Library events and at Library booths and programs at public events in the community.

**Security and Data**

The Library uses a security system that includes surveillance cameras in each public building. Footage is retained for a period of time for review if needed.

**Enforcement of Privacy Policy**

The Library conducts annual privacy audits to ensure its policies and procedures continue to protect patron privacy and confidentiality. Patrons who have questions, comments, or complaints about the Library's handling of their personally identifiable information should file a written comment with the Executive Director. The Library will respond in a timely manner and may conduct a privacy investigation or review policy and procedures.

*See also Access to Public Records Policy, Computer Use Policy, Code of Conduct*