| Confidentiality of Library Records and Patron Data Privacy Policy |
|---|
| ADOPTED DATE 10/28/2021 |
| REVISED DATE 10/22/2026 |
| REVIEW DATE |
| REVISION # 2.0 |

# LIBRARY POLICY

**Confidentiality of Library Records and Patron Data Privacy Policy**

## PURPOSE

The Frankfort Public Library District is committed to protecting the privacy of patrons, staff, donors, and other contacts.

## POLICY

### PRIVACY & CONFIDENTIALITY OF LIBRARY RECORDS

The Frankfort Public Library District (FPLD) respects the right of privacy of all its patrons regarding the use of this Library. The Frankfort Public Library District complies with all sections of the State of Illinois Library Records Confidentiality Act (75 ILCS 70/1 et seq).

FPLD shall not disclose any registration, circulation, requests for reference information, and Internet use records of Library users to any person (except for a person acting within the scope of their duties within the administration of the Library), or to any local, state, or federal agency except by order of the appropriate superior or federal court. FPLD may also disclose names and contact information for authorized law enforcement investigations in emergency circumstances where personal injury or harm is involved.

The Frankfort Public Library District adheres to the following best practices for securing patron data:

- Gather only the data FPLD considers necessary to perform the specific service.
- Keep the data only as long as FPLD deems it is needed to provide the service, or as records retention laws require.
- Limit access to the data to those who use it in the performance of their duties.

In order to protect Library users' data, FPLD requires patrons to enter a unique Library Barcode and PIN each time they want to access their account information online.

FPLD endeavors to avoid creating any unnecessary records, and to avoid retaining records not needed for providing or improving Library services, except as required by records retention laws.

### PATRON CIRCULATION RECORDS

FPLD is a member of SWAN (System Wide Automated Network), a multi-library consortium that shares materials and centralized cataloging and library software. SWAN maintains information provided by its patrons from the registration form they complete when they register for a library card. FPLD does not use a paper process to collect and track patron circulation records. It is done electronically. When an item is checked out, that item is then tied to that patron's record in SWAN's electronic system. Patrons may choose to provide additional data such as

preserving their circulation records to maintain personal reading lists or receive reading suggestions. SWAN's system does not continue to retain information on such returned materials except as needed for payment of fines.

**CREDIT CARD INFORMATION AND PCI COMPLIANCE**

Credit card information provided for fines and fees or services is used only for that intended purpose, and is transmitted via encryption to a credit card processor. The Library maintains full Payment Card Industry Data Security Standard (PCI DSS) compliance at all times, recognizing electronic payments via credit card or credit card payment in person at the Library, including all account numbers and related data, as confidential information. Any data resulting from a credit card transaction, whether online or in person, is either encrypted or includes only the last four digits of any credit card number.

**CHOICE & CONSENT**

FPLD will only collect personal information for the administration of Library services.

Administrative services include creation of hold records, fine billing and collection, marketing of Library programs/services, and creation of organizational statistics such as FPLD circulation, website visits, and Wi-Fi use.

Patrons may choose to provide additional data, such as preserving their circulation records to maintain personal reading lists or receive reading suggestions. If a patron voluntarily chooses to provide additional information, this information will be considered confidential.

FPLD will not sell, license, or disclose personal information to any third party without patron consent, unless FPLD is compelled to do so by law.

**STUDY ROOM & COMPUTER USE RESERVATIONS**

Sign-up lists are maintained on paper or dry erase sheets to manage access to study rooms. Those lists are erased at the end of each day. In the computer lab, a computerized reservation system is used, which does not maintain a history of applications used or websites visited. Every effort will be made to minimize the amount of data that is retained by the computerized system, and that data will only be used for generalized statistics reports not tied to any specific Library visitor.

**LIBRARY WEBSITE USER PRIVACY**

The Frankfort Public Library District is the sole owner of the information collected on our website. We will not sell, share, or rent this information to others in any way that departs from this policy.

**Website Interactions**

The website contains some contact and submission forms, such as forms to request 3D prints from The Lab. In order to utilize these forms, patrons must enter contact information, such as their name and email address. This information is used to contact patrons about the topics or services on our website for which they have expressed interest.

**Cookies**

The Library uses cookies to facilitate patron access to our online catalog and electronic resources. Cookies are small data files that are sent to an individual's web browser that are then stored on an individual's computer or device. These cookies do not collect, store, or maintain a library patron's personally identifiable information. Patrons have the option of disabling or not accepting cookies by changing the preferences on their browsers. If patrons disable cookies, they will still be able to use the Library's website and online resources, but certain features or functions may be limited.

**Website Statistics**

When a patron visits the FPLD website and browses through the website, reads pages, or downloads information, certain information will be automatically gathered and stored electronically about the visit. This information does not identify individuals by name. FPLD automatically collects and stores only the following information about the website visit:

- The Internet domain and IP address from which access to our web site is gained;
- The type of browser and operating system used to access the Library's site;
- The date and time of access to the Library's site;
- The pages visited and for how long; and
- The address of the website from which the initial visit to frankfortlibrary.org was launched, if any.

FPLD uses this information to help it make its website more useful to visitors and to learn about the number of visitors to its site and the types of technology its visitors use.

**LINKS TO OTHER SITES**

FPLD's website contains links to other websites, such as databases, reading program platforms, digital material platforms, social media sites, and payment processing sites to pay for meeting room reservations and program materials. The Frankfort Public Library District is not responsible for the privacy practices of these other sites, which may be different from the privacy practices described in this policy.

**NETWORK SECURITY**

For network security purposes and to ensure that the FPLD networks and Internet service remains available to all users, FPLD uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage to the FPLD network. If such monitoring reveals evidence of possible abuse or criminal activity, system personnel may provide the results of such monitoring to appropriate officials. FPLD does not attempt to identify individual users or their usage habits; however, FPLD recognizes that it may be compelled to identify such information, or disclose it, pursuant to an authorized law enforcement investigation or prosecution.

Unauthorized attempts to upload information or change information on FPLD's system monitoring logs are strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1986 and 18 U.S.Code Sec. 1001 and 1030. Except for the above purposes, no other attempts are made to identify individual users.

| Confidentiality of Library Records and Patron Data Privacy Policy |
| --- |
| ADOPTED DATE 10/28/2021 |
| REVISED DATE 10/22/2026 |
| REVIEW DATE |
| REVISION # 2.0 |

**SECURITY MEASURES**

Security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. Technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of passwords; and storage of data on secured servers or computers that are inaccessible to un-authenticated users. FPLD permits only authorized FPLD staff and authorized IT consultants with assigned confidential passwords to access personal data stored in FPLD's computer system for the purpose of performing work within the administration of the Library.

**ENFORCEMENT & REDRESS**

Library users who have questions, concerns, or complaints about the Library's handling of their private information should file written comments with the Director of the Frankfort Public Library District. FPLD will attempt to respond in a timely manner.