

Highland City Library: Privacy Policy

General

The Highland City Library is committed to protect each patron's personally identifiable information. Librarians will not give circulation information to anyone except for the library account holder, someone they have designated to have access to their account, or to their legal parent/guardian if they are a minor except as described in this policy. Patrons can request that their information be made available to a third party such as a spouse or caregiver. The Highland City Library does not sell patron information to any third party. Patrons are responsible to keep their library card and pin private to prevent unauthorized use.

Registration Information

At the time a patron registers themselves or a minor child for a library card, they will be asked to show a valid state issued photo ID and proof of residency. They will be asked to fill out a registration application and provide a current phone number, email address, and physical address. Information given at the time a patron registers to get a library card is stored in the Library's patron management system during the time the patron has an active account plus two years. An account may remain active after this period if the patron has outstanding fines. The paper application is shredded as soon as information is imputed into the patron management system. Registration information is used for internal function of the Library and is not shared with any third party except as discussed below.

Patron Email

Patron email addresses collected at the time a patron registers for a library account will only be used by Library staff to conduct legitimate library functions. No email addresses will be disclosed to third parties except as discussed below.

Circulation Information

Patrons have the option at the time of registration to direct the Library to save their circulation history or not. A patron can change their preference on this matter at any time through the online catalog, or by making a request of a Library staff member. When more than one card is attached to a single account, the holder of the account will have access to all circulation information related to all the cards attached to the account. Library staff do not share circulation histories with any third party except as discussed below.

Information about Fines

Library staff will only give information about fines accrued to the library account holder, their parent/guardian if they are a minor, the holder of an account that has multiple cards attached to it, or a person the account holder has predesignated to have access to that information. If a patron has fines over \$50, the Library may inform the patron that their fines must be resolved or they will be sent to a collection agency. If a collection agency is used, they will only be given the information they need to collect the fines.

Computer Use Information

The Library keeps a record of when patrons use their library card number to log into public access computers and the length of that use for statistical purposes and to check compliance with the Library's computer use policy. Patrons have the option to ask for a guest pass to use the public access computers. When computers are accessed with a guest pass, the record of that computer use is not attached to the user's library account. Patrons should remember that the library computers are on an open network. Any information they enter into library computers may be at risk of being accessed by a third party. Patrons use library computers at their own risk.

Law Enforcement Requests for Information

The Library will comply with law enforcement requests for information about patrons and their circulation history or computer use if served with a valid search warrant or as required by law. The Library may share information about patrons' use of the Library with law enforcement to investigate infractions of Library or City policies.

Information Given Over a Phone or Email

The Library does not accept payment of fines over the phone or through email. Librarians will not give circulation information to anyone over the phone or through email except to the library card holder, to their legal parent/guardian if they are a minor, to the holder of an account with multiple cards attached to it, or to a person the card holder has predesignated to have access to that information. Identity of a caller will be established by their giving the librarian their name, library card number, and pin.

Information Shared with Co-op Libraries

If a patron wishes to obtain a library card at another Northern Utah County Library Cooperative library, that library may call Highland City Library to verify that the patron requesting a card is a Highland City Library card holder in good standing. The Highland City Library will provide this information to the requesting library.

Library Programs

Library programs are considered public events. Library employees or volunteers may take photographs at library events that may be posted on the Library website, the City website, or on social media. Any patron who would not like their or their minor child's image to be used in this way must inform the Library employee who is overseeing the Library event.

Security Cameras

The Library has security cameras that are in use at all times. The images from the security cameras will only be used by the Library and law enforcement to investigate infractions of the Library or City policies and for Library security. The Library will comply with law enforcement requests for access to security camera footage if served with a valid search warrant or as required by law.

Approved by the Highland City Library Board on May 23, 2019.

Amended October 24, 2019