

# CHARLOTTE HOBBS MEMORIAL LIBRARY

## Patron & Donor Confidentiality Policy

### PURPOSE

The mission of the Charlotte Hobbs Memorial Library (CHML) is to bring people, information and ideas together to inspire lifelong learning, advance knowledge and strengthen our community. In service of this mission, the CHML seeks to preserve privacy of confidential donor information, circulation data, borrower registration, and usage records of its patrons.

### DEFINITIONS

**Patron** – Any CHML visitor or donor, whether in person or over the Internet.

**Platform** – Any presence of the CHML on the Internet, including but not limited to the CHML website, mobile applications, social media, and any CHML- associated linked sites.

**Personal Information** – Any information that identifies or could be used by or on behalf of CHML to identify a person. Personal Information does not include information that is encoded, aggregated, anonymized, or is publicly available information.

### POLICY

1. **Patron Records.** The CHML abides by Maine Statute Title 27, Chapter 4A section 121 “Confidentiality of Library Records,” which provides that a library’s records, including but not limited to the library patron’s name, address, phone number, and e-mail address; or information that identifies a library patron as having requested, obtained or used books or other materials at in any medium at the library or provided by the library, of patron transactions and the identity of registered library patrons is confidential material.
  - a. The CHML does not make available the records of patron transactions to any party except in compliance with the law, nor make available lists of registered patrons except in compliance with the law, including with express permission of the patron to use or release the information, such as email address.
  - b. Except during the actual period of transaction (circulation, maintenance of record, on unpaid fines, reservation of materials), records will be expunged when no longer needed or upon expiration of any records retention requirements.
  - c. If a parent or guardian has reason to believe that a child under the age of 18 has provided Personal Information to the CHML that they wish to have removed, they should notify the CHML in writing and the library will endeavor to delete that information from its databases.
2. **Protection of Patron Information.** The CHML will take commercially reasonable steps to protect Personal Information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction.
  - a. Patron Information in Minerva. Although the CHML protects patrons’ confidentiality for all information maintained on its computers, it cannot be responsible for information on third party servers, including the Maine State

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Library's Minerva platform. The Minerva system includes all of a patron's current materials checked out, wait-list requests, active inter-library loans, and (if the CHML and the patron opt-in) a patron's reading history. Only the reading history is user-editable, and until such time as Minerva adopts additional password protection, all of a patron's information in Minerva is viewable by anyone in possession of a patron's library card number.

- b. Because no security measures are perfect, the CHML cannot guarantee the security of its databases, nor can it guarantee that information in its possession will never be intercepted in transmission over the Internet or residing on any Internet-connected CHML equipment.
  - c. Because e-mail sent may not be secure, and the CHML will exercise care when deciding what information to send via e-mail, and will not communicate passwords, bank or credit card numbers, or other such information via email. Patrons should exercise similar precautions.
  - d. Online donation transactions are handled by Payment Card Industry (PCI)-compliant vendors, using technical and operational standards that businesses follow to protect bank and credit card data.
3. **Public Records.** The public records CHML releases shall aggregate and offer statistical information pertaining to library patronage, circulation activities and use of any service or consultation the library provides, as long as the release of the information does not jeopardize the confidentiality of a library patron's personally identifying information.
4. **Internet Privacy.** This Privacy Policy applies to all information received by CHML, both online and offline, on any Platform, as well as any electronic, written, or verbal communications.
  - a. The CHML will not sell, share or trade our patrons' names or personal information with any other entity, nor send mailings to our donors on behalf of other organizations.
  - b. The CHML collects information when anyone uses, visits, connects to or donates through the library's WiFi network, website or social media, or who communicates with the CHML via e-mail or electronic messaging. Some of this information is technical in nature and automatically logged by the library's server. By using this method for accessing the CHML or donating, the patron authorizes the CHML to use, store and otherwise process any personal information which relates to and identifies the donor, including (but not limited to) his/her name and address, to the extent reasonably necessary to provide the services which are available through the various Platforms.
5. **Contact & Subscription Lists.** The CHML maintains contact and subscription lists to which patrons voluntarily submit their name, mailing address, and/or email address. The CHML uses these lists to communicate individually with patrons, as well as to periodically update patrons on matters of interest. The CHML will honor patrons' requests to opt out of further communications.

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6. **Search Engines and Third-Party Sites.** Search engines and other sites not affiliated with the CHML (such as archive.org or google.com) regularly extract publicly-available information and data from across the Internet, including the CHML's website, and make that content available to the public. The CHML's website and other Platforms may contain links to third-party websites and platforms. The CHML has no control over the privacy practices or the content of such websites/platforms and has no responsibility for their content and the privacy. Patrons should check the applicable third-party privacy policy and terms of use when visiting any other websites or platforms.
7. **Notices to Patrons Outside of Maine.** Patrons may access the library electronically from any location.
  - a. **Patrons in California.** It is CHML's policy not to disclose any patron's Personal Information to third parties for direct marketing purposes. California law requires that all California residents be able to choose whether to share their Personal Information with third parties for direct marketing purposes, and to receive statutorily-specified information their Personal Information is so disclosed. Any California-resident patron may direct the CHML to:
    - i. permit sharing of their Personal Information with third parties for direct marketing purposes (contrary to the CHML's default policy); or
    - ii. refuse sharing of their Personal Information with third parties for direct marketing purposes (already the CHML's default policy); or
    - iii. request certain information if their Personal Information were to be disclosed to third parties for direct marketing purposes.Any such in direction must be writing.
  - b. **Patrons Outside the U.S.** The CHML's Platforms and servers are operated in the United States. Personal Information from patrons located outside of the United States will be transferred to the United States, and use of any CHML Platform is conditioned on the patron's consent to this transfer and the CHML's use of the patron's information and data provided in accordance with this Policy.
8. Nothing in this policy shall prevent authorized CHML personnel from using library records in the administration of their regular duties. Any CHML employee or volunteer who discloses information in violation of this policy commits an offense and is subject to disciplinary action and may be subject to criminal prosecution.

**Adoption:** This policy was adopted by the CHML Board of Trustees on November 17, 2016; and amended on February 17, 2021 as to Patron Confidentiality; and on September 11, 2020 as to Donor/Internet Confidentiality; and the two policies combined into the present policy on June 16, 2021 and revised February 16, 2022.