

Patron Confidentiality Policy

Purpose

As a public institution dedicated to the established principles of intellectual freedom, the library has a responsibility to protect the private data of its patrons and allow them to access library resources and materials in a secure manner. These library values are enshrined in the Code of Ethics of the American Library Association, governed by Arkansas law, and outlined in this policy.

Patron Data

Patron data includes 1) information listed in individual library accounts and 2) any record of library resources, both print and electronic, that have been requested or used. Patrons will be able to use the library and its resources without interference or scrutiny. In order to safeguard the private information of its patrons, the library will abide by the following principles relating to the creation, use, and retention of patron data:

- The library will only collect information from patrons that is vital to providing core library services.
- The library may collect additional information on an opt-in basis to provide supplementary services and programs of interest to its patrons.
- Library staff members will only access or use patron information in order to provide and manage library services.
- The library does not retain patron data that is unnecessary for providing library services, including, but not limited to:
 - Individual checkout records—patrons may opt in to a password-protected service to track their own checkout history, but the library does not store this data.
 - Inactive patron records—the library will purge patron accounts from its system that have been inactive for three years.
- Though the library analyzes circulation statistics in order to improve library services, all records are confidential and not available for public use.
- The library is not responsible for misconduct resulting from unreported lost/stolen library cards, unsecured online library account settings, or personal information that patrons transmit to third parties via the internet.

Disclosure

The library considers data contained in patron accounts—including contact information, checkouts, requests, computer access, or any other use of library resources and service—to be private. According to amended (3/30/323) Arkansas Code § 13-2-704:

- A library may disclose personally identifiable information concerning any patron to:
 - The patron
 - Any person with the informed, written consent of the patron
 - A law enforcement agency or civil court, under a search warrant, or
 - Any person, including without limitation, the patrons, who has received an automated telephone notification or other electronic communication for overdue materials or reserve materials if the person making the request can verify the telephone number or email address to which the notice was sent.
- The library may disclose confidential library records to:
 - The patron; and
 - The parent or legal guardian of a patron who is younger than eighteen (18) years of age

Preserving Patrons' In-Person Privacy

In order to protect our patrons' privacy, staff members will not reveal a patron's presence in the library to anyone inquiring, whether in person or by phone, except law enforcement. This protection includes patrons of all ages.

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