

# Patron Confidentiality Policy

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## 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. The library will not share this information with anyone other than the person to whom the account is issued, regardless of age or relationship, except in the following situations allowed by Arkansas Code § 13-2-704:

- Any person with the informed, written consent of the patron.
- Any person who has received automated communications from the library regarding overdue or reserve materials, provided the person can verify the address, telephone number, or email address to which the notice was sent.
- Any agent of the law or court who has provided a properly executed search warrant; the library director reserves the right to consult with the library's legal counsel to determine the validity of any court order.

*Adopted September 2015*

*Revised September 2019*