# Valley Head Public Library
# Privacy Policy and Internet Usage

## Policy summary

This privacy policy explains your privacy and confidentiality rights and responsibilities, the steps the Valley Head Public Library takes to respect and protect your privacy when you use library resources, and how we handle personally identifiable information we collect from our patrons. The Valley Head Public Library has measures in place to protect patron privacy and confidentiality. In setting these policies, the library tries to strike a balance between your privacy and your convenience. Third party services provided through the library have other terms and policies that affect the privacy of your personally identifiable information. Patrons must understand when accessing remote or third party vendor sites that there are limits to the privacy protection the library can provide.

Please ask a staff member if you have questions about this policy. We're here to help.

## Introduction

The Valley Head Public Library takes steps to protect the privacy and confidentiality of all library patrons, no matter their age. Our commitment to your privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." Valley Head Public Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

State law protects your library records from disclosure if a member of the public or the media requests them. Library records include your circulation records, your name together with your address or telephone number, and your email address. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil lawsuit. Librarians may be forbidden from reporting to you that your records have been requested or obtained under provisions of the USA PATRIOT Act.

## Privacy and confidentiality policy

We post publicly the library's privacy and information-gathering policies. We avoid creating unnecessary records, we avoid retaining records not needed for library business purposes, and we do not engage in practices that might place personally identifiable information on public view without your consent.

**Information the library may gather and retain about library patrons includes the following:**

- Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)
- Records of material checked out, charges owed, payments made
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- Requests for interlibrary loan or reference service
- Sign-up information for library classes and/or programs

The library will not collect or retain your private and personally identifiable information without your consent. Individuals may choose to submit their names, email addresses, postal addresses or telephone numbers in order to receive library services, such as registering for library cards, ordering materials, receiving personal responses to questions or being added to specific mailing lists. If you consent to give us your personally identifiable information, we will keep it confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law.

We never use or share the personally identifiable information provided to us in ways unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are required by law to do so.

## Protecting Your Library Card

It is your responsibility to notify the library immediately if your card is lost or stolen.  There is a $3 replacement fee charge.

## Keeping Account Information Up-To-Date

You may access your personally identifiable information held by us and are responsible for keeping your information accurate and up-to-date. You may choose to use a preferred name in addition to your legal name. If you choose to use a preferred name, library correspondence will be addressed to your preferred name. Please ask a staff member if you have questions about the process for accessing or updating your information.

# Internet Usage

The Valley Head Public Library provides access to a broad range of information resources, including resources available through the Internet. The Library makes Internet service available to the public as part of its mission to bring people, information and ideas together. In this effort, the Library provides free and open access to all types of information for Library patrons of all ages and backgrounds.

The Internet is a global network of ideas, images and commentary that provides free and timely access to large amounts of practical and educational materials from around the world. However, the Library cannot control the information available over the Internet and is not responsible for its content. Some websites provide information that is inaccurate, incomplete or dated, and some content may be offensive, disturbing and potentially illegal.

To help protect the privacy of computer users and the interests of other Library patrons, the Library attempts to minimize the unintentional viewing of potentially offensive content to the extent that it is feasible to do so by intentional placement of computers and provision of privacy screens.

The Valley Head Public Library upholds the rights of all Library patrons to read, seek information and speak freely as guaranteed by the First Amendment, regardless of format or technology. These are fundamental rights in a democratic society and are core values of the Library.

**Rules Governing Use**

In order to allow all patrons an opportunity to use the equipment, patrons are asked to comply with sign up and time limitations. All computer users are asked to respect the privacy of other users and not attempt to censor or comment upon what others are viewing. The Library's Rules of Conduct and pertinent state, federal and local laws apply to all Library patrons, including computer users.

Library computers and Wi-Fi may not be used for any illegal activity including, but not limited to:

- Damaging or altering computer equipment, systems or software.
- Displaying, printing or sending any material that is illegal, libelous, threatening or harassing.
- Downloading or installing any harmful program defined as, but not limited to, spyware, viruses, Trojans, malware or any other illegal utility on any computer.
- Violating copyright or trademark laws, software licensing agreements or intellectual property rights.
- Users engaging in these activities may lose computer privileges and/or be asked to leave the Library. Library staff may summon law enforcement authorities if necessary.
- Viewing of any graphic material considered obscene, child pornography, or harmful to minors (US Code 61-8A, WV Code Chapter 18-1460, and 18-2256)---- This is ILLEGAL and could be prosecutable!

## Procedures

- First time Internet users must read the Privacy and Internet Usage Policy and sign a user agreement. **Before going online, children under the age of 13 must have a parent or guardian read the policy and sign a user agreement, and may use the workstations on their own after the initial parental/guardian approval. <u>It is the responsibility of parents or guardians (NOT the library staff) to monitor their children's usage</u>.**

- Computers may not be reserved. Users must register each time they use the Internet computers. When all of the computers are in use, the person on the longest will be given five minutes notice when someone is waiting to use them. (The 5-minute notice may be waived at the discretion of library personnel.)

- Patrons needing audio access must use the provided headphones or purchase ear buds at the circulation desk for $4.

- As a library in the statewide library network, the West Virginia Library Commission meets Children's Internet Protection Act requirements at the state level. ***Filtering software may not block all material considered offensive by some patrons and may block some material deemed necessary for research***.

- The library is a free Wi-Fi site. Request a username and password from a library staff member at the circulation desk.

- Printouts (10 cents per page) are available at the circulation desk and will be retrieved by a library staff member. Patrons are responsible for paying for ***<u>all</u>*** pages printed.

- Patrons may save documents to a flash drive. Flash drives may be purchased at the circulation desk for $6

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- All sessions must end 15 minutes prior to closing.

- ***Library staff have the authority to end any session where there has been inappropriate use of the computer resources. The library director can deny any future access.***

## Guidelines

- Patrons must use workstations responsibly and should not change the computer settings.

- Patrons should not attempt to modify or gain access to computers, files, passwords or data belonging to others, or to misrepresent oneself as another user.

- Patrons may not install software on library computer workstations.

- Patrons may not use the workstations fraudulently or unlawfully, including any activity prohibited by federal, state or local laws or ordinances. Authorities may be notified.

- Internet users should be aware that the Internet is not a safe environment. Users should be careful about sending out any personal information and should not believe everything read or seen on the Internet.

- **The library does maintain records of personal use on computer stations for thirty days. Patrons must show a photo ID at time of sign-in if they don't have a library card at our library and/or they are**

**unknown to the person manning the front desk**. Stations are located in a public area, so use is neither private nor secure. Patrons are reminded to use good judgment in displaying material on the screens, and to logoff/sign-out of e-mail and other personal accounts when finished.

- Material on the Internet may be copyrighted and users must respect U.S. copyright laws.
- Internet users must abide by the Code of Patron Behavior and all other library policies.

A patron may be asked to refrain from any computer activity if the activity is deemed to slow down the network.

## Illegal activity prohibited and not protected

Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Behavior, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

***Policy revised and adopted by the Valley Head Public Library's Board of Trustees on December 13, 2017***