



PRIVACY POLICY

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Effective Date: 9/6/18

Revised: 10/4/18

Purpose and Rationale:

To explain how the Charles County Public Library (CCPL) uses and protects information submitted by customers when applying for a library card, making a credit card payment, using our PC reservation system or accessing the CCPL website.

Policy:

CCPL is committed to protecting the privacy of its customers. Identifiable information will only be used in accordance with this privacy policy.

Information Collected:

The following applies to all information submitted to the Charles County Public Library via any communication mechanism. The personal information collected is as follows and will be kept until your account is deleted, unless otherwise indicated:

- Name
- Mailing Address
- Email Address
- Phone number
- Library Card number
- Sex
- Birthdate
- Fine history
- Overdue Material (until returned, unless you activate your reading history using the My Account function in the catalog).

La Plata Branch
2 Garrett Avenue
La Plata, MD 20646
p: 301.934.9001

PD Brown
Memorial Branch
50 Village Street
Waldorf, MD 20602
p: 301.645.2864

Potomac Branch
3225 Ruth B. Swann Drive
Indian Head, MD 20640
p: 301.375.7375

Waldorf West Branch
10405 O'Donnell Place
Waldorf, MD 20603
p: 301.645.1395

Mobile Services Branch
2 Garrett Avenue
La Plata, MD 20646
p: 301.456.4333

   @ccplonline
www.ccplonline.org

The way we use this information:

- The Library conducts promotional campaigns to inform the community of our services. The Library uses customer e-mail addresses for the Library's internal mailing lists. If you do not wish to receive these emails from the Library, you may unsubscribe by clicking "unsubscribe" at the bottom of the email.
- Email addresses are used to send notification of reserved materials, overdue materials, and for the purpose of renewing your library card.
- Mailing addresses are used for overdue and billing notices.
- Personally identifiable or account information may be shared with trusted third-party vendors for recovery of Library materials, or for statistical purposes, so long as those parties agree to keep this information confidential.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant) and/or under the provisions of the USA Patriot Act.

The following requests will immediately be referred to the Executive Director:

- An agency of state, federal, or local government or any individual pursuant to a valid court order, search warrant or subpoena authorized under the authority of federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigative power.
- A government official with a FISA (Foreign Intelligence Surveillance Act) Request.

If the Executive Director is not immediately available, the requestor will be referred to the Assistant Director. If the Executive Director nor the Assistant Director are available, the requestor will be given the Executive Director's contact information and their name and

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contact information will be taken so the Executive Director may contact them.

Library personnel shall not disclose to any other individual, corporation, institution, governmental agent or agency, except as provided in the above paragraph, information that includes but is not limited to the following:

- the library's circulation records and their contents as pertains to individual customers
- the library's registration records and their contents
- the number or character of questions asked by a customer
- the frequency of a customer's visits to the library
- a customer's name, address, or telephone number
- a customer's interlibrary loan records
- a customer's record of computer and database usage
- computer contents that could be used to identify material or sources a customer consults
- the contents of a customer's information transaction: titles requested, information requests, personal documents being created using library's software, etc.

If a request for information is denied, the Executive Director shall inform the individual, corporation, institution, governmental agent or agency making the request within ten (10) days of receipt of the request.

Customer Access to Account Information:

Customers have the right to receive information about their own records, but must first provide personal identification. Acceptable identification includes library card or driver's license.

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The laws of Maryland prohibit the access of a child's record by the library without the presentation of the library card. Parents and legal guardians have the right to receive information about their minor children's records only with the presentation of their child's library card.

Parents/guardians who sign for a minor child's card are authorized to use that card for the child's materials but use of their own card is preferred for their own materials. Library cards are non-transferable and are intended for use by the cardholder only. Cardholders are responsible for all materials checked out on a library card. Lost or stolen cards should be reported promptly.

Information provided by staff over the telephone or left on a voicemail shall be limited to notification that an item or information is available. Email communications about holds and overdues include titles.

Reserved materials may be picked up by the person placing the reserve or by someone who has permission by the person who placed the reserve. **Permission includes having the library card in hand of the person who actually placed the reserve.** The materials will be checked out on the card of the person placing the reserve only.

Controlling your personal information:

If you believe that any information we retain is incorrect or incomplete, please contact the Library so that any inaccuracies will be corrected.

Security:

CCPL is committed to ensuring that your information is secure. Physical, electronic and managerial procedures are in place to safeguard and secure the information and to prevent unauthorized access or disclosure.



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Confidentiality extends to information sought or received, materials consulted, database search records, reference interviews, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services.

Credit Card Privacy Practices:

CCPL offers customers the ability to pay fines and fees online by credit card by accessing their library card account. Customers may also pay by credit card at any branch. The Library records the amount paid and immediately the customer's account is credited. Your records are kept strictly confidential. We do not retain records of your account activity beyond what is necessary to conduct account operations. The library does not store your credit card information on our servers.

In order to process your credit card payment, it is necessary to collect your name and credit card information. Only the minimum amount of information that is required to process your payment is collected. This includes your name, credit card number, expiration date, and CVV code.

At the time your payment is processed, all of your information is encrypted to keep it private. Credit card numbers are encrypted, rather than being saved as plain text. Customers are required to enter their card's CVV code to prevent fraud. Digicert's Secure Sockets Layer (SSL) technology is used on library systems to protect the security of your credit card information as it is transmitted. Our payment site also has an extra layer of protection in the form of a security certificate.

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Circulation Records:

As noted previously in this policy, the Library will not provide information from the patron database to any individual or agency other than the person or persons named on the account unless presented with a subpoena. The following exceptions apply.

Exceptions:

Customer information and titles of items currently charged to a record may be shared with a parent or legal guardian of a child under the age of 18.

- Materials on hold may be checked out by a family member on the original requestor's account, only if the person who checks out the materials has the library card of the requestor who placed the materials on hold.
- Privacy and public records obligations of the Library are governed by the Charles County Public Library's Board of Trustees, pertinent Maryland statutes, and by any applicable U.S. federal laws.

Public Computer Use:

The Library's PC Reservation System erases the history and temporary Internet files that accrued during each individual session. Once logged off, there is no link between a person's library card number and what was viewed.

Individuals are responsible for logging off when their session is finished in order to protect their privacy and insure that other individuals are not using a library workstation still logged on to someone else's account. Please read the Computer Use Policy for more details.

In accordance with the U.S. Patriot Act (Public Law 107-56), the library must allow an immediate search and possible seizure of equipment or information if presented with a FBI National Security Letter or Foreign Intelligence Surveillance Act Warrant.

Cookies:

Cookies are small text files placed on user computers by a website to enable customization of individual visits. Some Library electronic services, such as sessions on the Library catalog using the My Account option and remote online resources, place temporary cookies for current sessions. These cookies do not capture personal information or compromise visitor privacy. You may delete them from your home browser when the sessions are ended. Visitors can refuse the cookie by using instructions provided in their browser. This refusal may result in the inability to access many Library services from computers outside the Library.

Links to other websites

In order to use our third-party digital services (the Library catalog and online resources, including eBooks, digital audiobooks, and other resources listed on our Online Resources page) you log in to validate yourself as a Charles County Public Library customer. Different services handle authentication different ways, but the following information may be transmitted to these service providers solely for the purpose of authentication. This data is usually collected in aggregate and/or anonymously. Data is kept for different periods of time by different companies. Information collected might include:

- Name
- Address (or only zip code)
- Library card number
- The address (IP) of your computer, device, or internet provider
- The date and time of site access
- Search terms
- Which pages/resources were accessed and/or downloaded

Privacy practices are notably different for the Kindle-format eBooks offered through the Library's subscription to OverDrive. Downloading these titles requires you to have an account

with Amazon, and any eBooks borrowed through the library are therefore tracked through your Amazon account, as are any notes or highlights you make in these library eBooks.

When you are using digital content from third party vendors we subscribe to, we cannot guarantee that our privacy policies or Maryland confidentiality laws that apply to library records will apply. We recommend that you check the privacy policy of the company providing the product that you're using. See a list of vendors with links to their policies.

Web Applications:

The Library maintains or hosts several web-based management tools, such as online forms related to registering for a library card, updating personal information and asking reference questions. The personally identifiable information collected and stored will only be used to maintain your library account and communicate with you. It is not made available to any other entity outside the Library.

In-Library Privacy:

The Library is not responsible for someone being seen or recognized in the library or for passersby seeing what materials or websites are being used in the library.

Use of Publicly Accessible Computers Provided by the Library:

The Library makes computer systems available to the public for access to the Internet, word processing, and other information services and productivity software programs.

Upon rebooting of library computer systems, all documents created, Internet search histories, temporary files, cache, and certificates are purged. Customers are encouraged to participate in securing the privacy of their computer sessions by exiting the browser software and closing their session (which forces a reboot) after they have finished using a Library computer.

The Library cannot be responsible for user's privacy when the user discloses information to outside websites. It is the user's responsibility to protect their personal information.

Wireless Internet Access:

The Library cannot assure the safety of customers' data when using wireless Internet access. Connecting a computer to the Internet via the Library's wireless network exposes it to the same viruses and other security risks as any Internet connection does. The customer is responsible for ensuring that their computer is protected against such threats. Customers use the Library's wireless network at their own risk. Virus and security protection is the customer's responsibility.

Surveillance Cameras:

The Library has installed surveillance cameras, using digital storage, to enhance the safety and security of Library customers and staff by discouraging violations of the Library's Rules of Conduct, to assist Library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity. Video footage is stored on the DVR devices for 14 days.

Camera placement shall be determined by the Executive Director or a designee. Cameras shall not be placed in areas where there is a reasonable expectation of privacy, such as within restrooms. Conversations or other audible communication are not monitored or recorded by the security cameras.

Cameras are not positioned to identify a person's reading, viewing, or listening activities. However, to the extent that any recorded images include identifiable persons requesting information or checking out an item, such record shall be treated as confidential as provided in Maryland Code, Ed 23-107. Any inadvertent video of protected information shall be held in confidence by the Library staff under this privacy policy.

Video records and still photographs may be used by authorized individuals to identify those responsible for Library policy violations, criminal activity on Library property, or actions considered disruptive to normal Library operations as delineated in the Library's Rules of Conduct. In situations involving banned customers, stored still images may be shared with staff

system-wide. Shared images may remain posted in restricted staff areas for the duration of the banning period. Access to the archived footage in pursuit of documented incidents of injury, criminal activity, or violation of the Library's Rules of Conduct is restricted to designated staff: security personnel, technology personnel, library managers, and library administration. These designated staff also have access to real-time images, viewable on desktop monitors.

All requests for viewing of real-time or recorded imagery by law enforcement officials must be presented to the Executive Director. If the Executive Director is unavailable, such requests shall be presented to the Assistant Director, or administrative or supervisory staff designated by the Executive Director to hold such authority. Law enforcement may view recorded images unless such images include records protected by Maryland Code, Ed 23-107, in which case such records would be released only pursuant to valid court order. Images (but not video footage itself) may be provided to law enforcement if staff are able to remove parts of images that include records protected by Maryland Code, Ed 23-107.

In the event of a search warrant, which is executable immediately, Library administration will comply with the search warrant and consult with legal counsel.

Upon receipt of a subpoena or other court order, Library administration shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, Library administration shall insist any defect be remedied before releasing videos or images which contain customer information.

Exception: if someone's life or safety is at risk, video or images containing customer information may be released to appropriate officials without a court order.

Confidentiality and privacy issues prohibit the general public from viewing security camera footage. If the Library receives a request from the general public to inspect security camera footage, the requester will be advised to file a police complaint.

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Photography Policy:

Photography that requires specialized equipment or that may damage materials, or that may be disruptive to others is prohibited.

Participation at Library events constitutes implied consent to be photographed and to have those photos sent to news outlets and published on the Library's website as well as Library social media pages. Photos, images and videos taken within the Library or at Library sponsored events may be used with verbal consent from the subject (or parent/guardian). Photos, images, and videos submitted by users for galleries or contests may also be used by the Library for promotional purposes. We do not sell these photos or use them for purposes unrelated to the Library. Requests to have photos removed from Library websites or social media sites may be submitted in writing to the Library's Marketing Manager.

Approved by:



Signature of Board President



Date

