

## Privacy Policy

### Confidentiality of Library Patron Records Policy

#### **Policy Statement**

To protect patrons' rights of free speech, free thought and free association, the library will maintain confidentiality of library patron records to the fullest extent permitted by law.

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#### **Regulations**

1. Patrons have the right to be informed about the policies governing the amount and retention period of personally identifiable information and about why that information is necessary for the provision of library services. See also Records Retention policy.
2. Patron registration information is exempted from disclosure in the Illinois Freedom of Information Act.
3. The library will avoid collecting and retaining information not needed for the fulfillment of its mission and will engage in practices to prevent placing records on public view.
4. Information the library may gather and retain about current and valid library users may include the following:
  - A. Library circulation system
    - i. Information is collected in order to maintain an accurate record of items borrowed, to provide a means of notification and contact and to record outstanding fines and fees.
    - ii. Information collected includes: name, address, phone number, e-mail address, driver's license number, sex, date of birth, items currently checked out, fines owed, fines paid or waived, current holds, requests and informational notes related to library card account matters.
    - iii. Library cards contain the following information: barcode number, PIN number and monetary balance
  - B. Internet access
    - i. Information is collected to allow automated management of the library's public computer resources.

#### **Confidentiality, our Website and our Social Media Sites**

##### **Policy Statement**

Thornton and East Hazel Crest Public Library (“Library”) operates and maintains social media sites as a public service to ensure effective promotion and discussion of the library’s services, resources, and events, and to ensure a reputation for outstanding community engagement and customer service on social media along with the library’s web site to promote the Thornton and East Hazel Crest Public Library events, locations, news and services; enable patron self-service; and provide access to quality web-based content and services.

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## **Regulations**

1. When patrons visit the Thornton Public Library website, the Library collects and stores only information to measure the number of visitors to different areas of the site to assist in making the site more useful to you. The information includes:
  - the address (IP) of the patron’s computer or Internet provider
  - the date and time the patron accessed our site
  - the pages that are accessed and how patrons navigate the site
  - the Internet address of the website that referred the patron to the Library’s site
2. Website data is separate from individual library account data. The Library cannot look up patron library records to determine what websites were visited.
3. The Thornton Public Library also offers a wireless network that allows patrons to connect to the Internet at our location. Please be aware that data accessed and sent over the Thornton Public Library wireless network is not encrypted.

## *Cookies*

A cookie is a small data file written to a computer’s hard drive. They are generated by websites to provide users with a personalized and often simplified online experience. Certain third party database services within the Library’s website, such as the Library’s subscription databases will generate and store cookies on user’s computer’s hard drives if users engage in such services. If users choose not to accept the cookies generated by such third party database applications, they will not be able to use some of those services online; use of the remainder of the Library’s website will not be affected. Be assured that cookies, by themselves, cannot be used to reveal or discover the identity of the individual user nor are they collected or stored on any Thornton Public Library server. Acceptance of any third party database cookie on this site will not compromise patron anonymity while using our website.

## *Web forms and email*

If a patron initiates a reference inquiry, or subscribes to the Library's newsletter, or submits a form on the Library's website, this information is considered as part of the borrower account and protected as outlined above.

Online suggestions and other general email to the library which do not apply to borrowing or intellectual pursuits may be considered public records under Illinois State Law ILCS, Chapter 75.

*If patrons leave the Thornton Public Library website*

The Thornton Public Library's website contains links to external websites not maintained by the Library. The Library cannot be responsible for user privacy when visiting outside websites. Please consult the privacy policies of those websites should there be questions regarding their use.

### Your Consent

By using the Thornton Public Library website you consent to our collection and use of your personal information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it. At any time you may request to view any and all changes and updates.

### Notification of Changes

The Privacy Policy is subject to periodic review and change. To view our current Privacy Policy, simply check this page of the website. If we materially change our privacy policy, we will post those changes to this privacy statement and other places we deem appropriate so users are aware of what information we collect, how it is used, and under what circumstances, if any, we disclose it. In some cases where we post a notice, we may also email user who have opted to receive communications from us, notifying them of the changes in our privacy practices.