

## **PRIVACY POLICY**

Wheaton Public Library is committed to protecting patron privacy and confidential patron information. We observe strict standards with regard to how data is stored, accessed, and retrieved, so that all interactions with our database, whether from within the library or a vendor partner, are performed in a secure manner over VPN connections, encrypted services, or reserved communication ports. The Library limits the collection of sensitive data and employs processes to prevent the retention of certain kinds of personally identifiable information.

### **Information Collected**

- Name
- Address
- Telephone number
- Email address
- Minor's date of birth
- Parent or guardian associations
- Library barcode number
- Items currently checked out, on hold, and requested through interlibrary loan
- Billing information
- Payment history
- Sign-up information for Library programs, study rooms and meeting rooms

The Library does not collect or store social security number, driver's license number, payment card, or bank information. Staff will not ask for this information from you.

State law and the Library Record Confidentiality Act protect Library records from disclosure if a member of the public or media requests them. Library records include any written or electronic record used to identify a patron. These Library records may only be disclosed to Library staff performing job duties, cardholders upon proof of identity, access persons granted permissions by the cardholder, and parents or guardians of minor children. The Library reserves the right to associate (link) the accounts of parents or guardians to the accounts of their children under the age of 18.

There may be times when the Library is required by law to provide personal information to law enforcement officials. Wheaton Public Library complies with all legal requests for this information. Information may also be requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the Library.

### **Circulation History**

The Library does not keep a record of patron reading history beyond operational requirements. Once a patron returns an item, it is removed from their account. A patron may choose to turn on the reading history feature in their online account to keep a log of items checked out. Third party vendors may keep a record of a patron's borrowing history. Library card accounts include a PIN for access. Library staff do not have access to a patron's PIN, but staff can help a patron reset the PIN if they forget it or it becomes compromised.

### **Website**

Wheaton Public Library uses Google products to collect data about the use of the Library's website. The Library uses this information to make improvements on its website, track trends, and prevent spam. A patron's personal information (e.g. name, address, etc.) is not tracked by the Library. Whenever possible, the Library will not track patrons who have enabled the Do Not Track option in their browsers.

## **Library App**

The Wheaton Public Library app provides greater access to Library services through mobile devices. The app allows basic tracking of usage patterns and trends, but personal information is not tracked by the Library.

## **Public Library Computers**

The Library does not keep a record of user activities on any public computer or laptop. Any record of browsing history and activities is removed when the computer restarts. After that restart, Library staff and users cannot see any of the previous user's information. The Library does not share cookie information with external third parties. Wheaton Public Library shall not share or sell website information with any third party except as required pursuant to the provisions of a valid court order.

## **Wi-Fi**

In order to provide easy access to the internet on personal devices, the Library Wi-Fi network is not encrypted. Library staff urge users to exercise caution and ensure a HTTPS connection when transmitting sensitive information while on public Wi-Fi.

## **Tech2Go Devices**

All devices borrowed from the Library (e.g. iPads, cameras, Roku, etc.) have their history manually cleared by Library staff immediately after the device is returned. Mobile hotspots borrowed from the Library do not retain any information about patrons or their browsing history.

## **Email & SMS Text**

The Library uses email to communicate with patrons for both transactional and marketing purposes. Users may opt out of marketing communications by clicking the "unsubscribe" link in marketing email communications. The Library also sends account notices to patrons who have given their email addresses or signed up for SMS text for that purpose. Patrons may opt out of email or text notices by contacting the Library and requesting a change to notification procedures.

## **Payments**

Credit card payment information provided to the Library is only used for the purpose for which it was submitted. Payment systems may retain a patron's name, email address, transaction amount, date and time of transaction, type of service purchased, and partial credit card numbers. The Library will not store entire credit card numbers, security codes, or PINs. The Library complies with PCI-DSS standards.

## **Using Third-Party Vendors**

The Library enters into agreements with third-parties to provide online services such as databases, eContent, and more. The Library makes reasonable efforts to ensure that contracts and licenses reflect its policies and legal obligations concerning patron privacy and confidentiality. For more information on the types of data that is collected and shared by third-parties, refer to the Terms of Use and Privacy Policies for these services. A patron may choose not to use these third-party vendors if a patron does not accept their terms of use and privacy policies.

## **Contact**

If you have questions or concerns over your privacy as a WPL patron, please email [privacy@wheatonlibrary.org](mailto:privacy@wheatonlibrary.org) or call Wheaton Public Library at 630-668-1374.

## **Wheaton Public Library Official Library Policy 8/19/2024**