

POLICY ON PRIVACY AND CONFIDENTIALITY

(approved by the Texas City Commission on Nov. 18, 2009)

All Moore Memorial Public Library records which indicate the identity of the specific library user are considered to be confidential. Records will be retained only as deemed necessary for efficient management of library services, and will not be sold, licensed or disclosed unless the Library is compelled to do so under the law or to comply with a legally valid court order. The Library allows only authorized persons to access personal data stored in the Library computer system, solely for purposes of performing library work.

Library users who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Library Director. The library will respond in a timely manner after investigating the concern and may conduct a privacy investigation or review of policy and procedures.

Only the Library Director and the Assistant Director are authorized to comply with a request from law enforcement officers for library records. If possible, they will confer with legal counsel before responding to the request. The Library will not make library records available to any other agency of the state, federal or local government except as it pertains to valid library operations, unless presented with a warrant, subpoena, court order or other proper legal document in good form.

The Library cannot be responsible for a user's privacy if the user discloses information while on an Internet workstation. The user should protect personal information by disallowing automatic logins to email, by closing out web pages when finished, and by not providing unnecessary personal information through a public workstation.

Circulation records

Data for items borrowed by a patron are linked in the circulation system to that patron's record, while the material remains checked out. When the materials are returned and any accrued fines/fees are paid, the item is removed from the patron's record. However, in case materials are returned damaged or incomplete, a link to the patron's record is maintained until the item is checked out by another user.

Copies of the databases and transaction records from the circulation system are stored on backup media which is retained for approximately one month in case of a catastrophic system failure.

Computer workstation usage records

Sign-up sheets are generally retained until the end of the business day, then destroyed.

Database search records

Searches of the library's holdings using the online catalog powered by the SIRSI automated system are not stored. After the search is completed, the software retains no

copies of the search. Similarly, searches of the Texshare Databases accessed through the library workstations are not retained.

Inter-library loan records

The library retains inter-library loan records for two years in accordance with system policies.

Overdue and billing records

The library retains records of patrons with overdue items or bills until those items are accounted for, payment is received, or the records have reached a specified age. Part of the recovery process may include efforts by the city attorney or designated agent to recover the items or payment for those items. Upon recovery or restitution, records are destroyed and all links to the patron's records are removed.

Program registration records

Records of patrons who have attended, or plan to attend, a library program, are retained only until all management processes related to that program have been completed.

Reference Questions

Any information taken during the reference process that identifies a specific patron or person will be destroyed after the reference transaction is completed.

Reserve requests

Computerized library records of patrons who have requested that a specific item be held for them are retained only until the patron has checked out the item, deleted the reserve request, or the request has expired. Reserve slips of items not picked up are destroyed after six months.

The Director of Library Services or his/her designee reserves the right to make changes to any library policy or procedure as the need arises for health, safety and public interest concerns.