

La Porte County Public Library Customer Privacy Policy

The La Porte County Public Library ("LPCPL" or the "Library") is committed to protecting the privacy and confidentiality of customer records. The Library will not sell, share or trade our customers' names, personal identifiable information, or Library account information with any other entity except those working under contract or as required by law. Nor will the LPCPL send mailings to its customers on behalf of other organizations not directly affiliated with the LPCPL.

Information Collected

LPCPL strives to collect the least amount of personally identifiable information from customers. The LPCPL keeps customer's information as long as required by Indiana State Law. The library does not engage in practices that might place personally identifiable information on public view without customer consent.

It is standard Library practice to collect the following information:

- Information required to register for a Library card such as name, address, telephone number, email address, birthdate
- Library barcode number or guest pass number used to log on to public computers
- Records of items currently checked-out, requested, interlibrary loans, fines/fees owed, payments made
- Sign-up information for library programs

Website

The Library collects and uses statistical information for the purpose of managing and improving service operations and to report statistics regarding the use of the Library's website. Servers and software programs automatically log website access information. Individual visitors are not identified by name through the gathering of this information. Persistent cookies (discussed below) may be used to gather further statistical information about website usage.

Non-Persistent Cookies

The Library may store some information on a customer's device when you view the Library's website. This information will be in the form of a "cookie" or similar file and helps the Library in a number of ways. Most Internet browsers allow users to block all cookies, erase cookies from users' devices, or receive a warning before a cookie is stored. Users should refer to a help screen or the instructions for the computer's browser to learn more about these functions. Non-persistent cookies may be used on the Library's website to manage a user's session. They are only necessary to maintain session information, are temporary, and become invalid after the web browser has been closed.

Users will still be able to use the Library's website if cookies are disabled while using the Library's website; however, cookie-dependent features will not be able to be used.

Persistent Cookies

In order to improve our users' online experiences, the Library may use persistent cookies to gather statistics regarding its website usage. No personal identification information is captured through the use of persistent cookies.

Any personally identifiable information given to the Library in email messages, web forms, in-person or telephone reference, or other communications is used only for the purpose for which it was originally collected.

Public Computers and Wifi Network Use

The Library's website is encrypted with Hypertext Transfer Protocol Secure (HTTPS) which is used widely for secure communication between a computer network and the internet.

The Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information intended to cause damage. No other attempts are made to identify individual customers or their usage habits.

The Library uses restoration software to remove personal data and browsing history each time a customer ends their session on a public computer. Library card numbers and Guest Passes are used to reserve public computers.

Access to Customer Information

All customer records are confidential and may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Under court order or subpoena
- Parents or guardians of minor children (limited access) The Library will not allow a noncustodial parent access to the child's Library records if a court has terminated the parent's legal rights and the Library has received a copy of the court order or has actual knowledge of the court order.
- If a Library cardholder is under the age of 18, the parents or legal guardians may only be given information associated with items currently checked-out, requested, interlibrary loans, fines/fees owed, payments made.
- Library customers may access their personally identifiable information and are responsible for keeping it accurate and up-to-date. This can be done online or in person. Proof of identity is required to update information in person and a password is required to update information online.

The LPCPL may use your information and Library usage history to:

- Develop reports based on aggregate data
- Send you information about upcoming events and programs based on your borrowing history and past event/program attendance
- Send you information on new additions to our collection, based on personal interest categories that you choose
- Items placed on hold for Library customers are shelved by the customer's last name and maybe shelved in public areas of the Library.

SECURITY

The LPCPL uses reasonable measures to help protect information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. You should understand that no data storage

system or transmission of data over the Internet or any other public network can be guaranteed to be 100 percent secure. Please note that information collected by third parties may not have the same security protections as information you submit to us, and we are not responsible for protecting the security of such information.

Third-Party Vendors

The Library enters into agreements with third-party vendors to provide online services, digital collections, streaming media content and more. Because third-party vendors have their own privacy policies and confidentiality practices, your interaction with their systems will be governed by their individual privacy policies.

Surveillance

The Library uses digital video surveillance inside and outside of most of its Library locations. Digital video is kept for 30 days. Video is only available to view by authorized Library staff.

Enforcement

Library customers who have questions, concerns or complaints regarding the LPCPL's handling of their privacy and confidentiality rights should request to speak to a Library manager. The Library will respond in a timely manner and may investigate or review of practices and procedures.

Library records are not made available to any agency of state, federal or local government without a subpoena, warrant, court order or other legal document requiring the library to do so.

All staff have been trained to refer any law enforcement requests to Library administrators.

Adopted by the LPCPL Board of Trustees 2/20/2025