

POLICY 310

PRIVACY

The Lisle Library District (LLD) is committed to protecting patron privacy. By using the LLD's digital resources and physical systems/services, patrons consent to the terms in this Privacy Policy. The LLD may collect personal information such as names, addresses, phone numbers, and other data in order to provide service. Personal information will not be sold or shared for use in third-party marketing efforts.

A. State Law

State law and the Library Record Confidentiality Act (75 ILCS 70/1) protect Library records from disclosure to the public. There may be times when the LLD is required by law to provide personal information to law enforcement officials. The LLD shall comply with all legal requests for 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. For more information on lawful disclosures see LLD Policy 365.

B. Security

The LLD has taken practical steps to safeguard the integrity of its data and resources to prevent unauthorized access. Security measures such as firewalls, network backups, and utility software have been integrated into daily risk management technology operations.

Regarding the facility, the LLD has an industrial alarm system, security cameras, and staff who are focused on Library safety and security. All these measures are intended to prevent the corruption of data, block unknown or unauthorized access to our systems and facilities, and to provide reasonable protection of confidential information. For more information on LLD security see LLD Policy 670.

C. Patron Accounts

The LLD maintains patron information for operational purposes only. Patrons may choose to activate (opt-in) a reading history feature within their account to keep a log of items that they've checked out. LLD card accounts utilize a PIN (personal identification number) for access. LLD staff do not have access to a patron's PIN, but are able to reset the PIN if the patron has forgotten the number so that they can reestablish a private PIN. The LLD will link the accounts of children under the age of 18 with the account of their parent or guardian. For more information on patron accounts, see LLD Policy 300. More card and account information can also be found on lislelibrary.org.

D. Public computers and Wi-Fi

The LLD does not track patron activities on LLD public computers. The browsing history is cleared when computers restart. The LLD also offers a manual utility software app on the public computers to clear browsing history.

The LLD is a public institution and when using a public computer, there are reasonable limits to privacy while using LLD equipment. Patrons (or staff) may walk or sit near other patrons while on the public computers. Computer monitors are not hidden from public view. The LLD encourages

patrons to exercise caution if viewing personal, confidential, or private information while on a public computer.

In order to provide convenient access to the internet via personal devices, the LLD provides an open Wi-Fi network where patrons must accept terms and conditions for use. The LLD urges patrons to exercise caution and ensure an HTTPS (secure) connection when transmitting information while on public Wi-Fi.

When utilizing public computers or the LLD Wi-Fi network, all patrons must comply with the behavioral standards set by the LLD Policy 610 and computer use Policy 340.

E. Credit Card Payments

The LLD manages patron credit card payment information for operational purposes only. Payment systems may retain a patron's name, email address, transaction amount, date and time of transaction, and partial credit card numbers. The LLD will not store entire credit card numbers, security codes, or PINs. The LLD complies with PCI-DSS (payment card industry data security standards).

F. Third-party Vendors

The LLD uses a variety of third-party vendors for security purposes, to enhance online engagement, and to offer services which cannot be provided by the LLD alone, such as research databases, streaming services, and online reading programs. Patrons may choose to provide their personal information, such as email addresses and phone numbers, to receive these services. The LLD shall not sell, rent, or share patron information to third-party vendors unless legally required to do so. In cases where patrons leave the LLD website to visit one of its vendor platforms, they are encouraged to learn about the privacy policies of the platforms they visit.

G. Text Messaging, Emails, & Other Digital Marketing Tools

For patrons who opt-in, the LLD may send notices such as account alerts, LLD news, event registration notices, or emergency closures via text messaging, emails, or via eBlast (digital marketing announcements via email). Message frequency may vary. Message and data rates may apply for text messaging. Patrons with notification questions may contact LLD Circulation staff by calling 630-971-1675 or by emailing circ@lislelibrary.org. LLD staff will respond as soon as able during regular business hours. Patrons can opt-out of receiving text notifications by texting 'STOP' to cancel. Patrons can opt-out of receiving email notifications by unsubscribing.

H. Recordings

The LLD may record events within the building, on the campus, or during an outreach program. Recordings may be in photo, audio, or video format. The LLD reserves the right to document public use of its services and programs via the LLD website, social media channels, newsletter, and other media outlets. For more information on recordings, please see LLD Policy 665.