



PRIVACY AND CONFIDENTIALITY POLICY

Adopted 07/09/2003; Amended 10/10/2003; 6/13/2012; 08/16/2023

The Jefferson County Library District (JCLD) is committed to protecting the privacy of library patrons and the confidentiality of patron information. Privacy is essential to the exercise of free speech, free thought, and free association. Confidentiality exists when an entity is in possession of personally identifiable information (PII) and keeps that information private on their behalf. In JCLD, measures are in place to protect both patron privacy and confidentiality.

As a public institution in the State of Washington, JCLD operates in compliance with RCW 42.56 (The Public Records Act) which governs public disclosure requirements. Under this RCW, section [42.56.310](#), records used to maintain control of library materials or help patrons gain access to information are confidential and exempt from disclosure. *Without permission of the patron, JCLD will not release library records to any individual, organization, or to any agency of federal, state, or local government except pursuant to a court order, warrant, or subpoena, as authorized under applicable federal, state, or local law.*

This policy applies to all JCLD patrons. Legal guardians/caregivers for an unemancipated minor (under age 18) who hold financial responsibility for the child's account and wish to access their library records must provide the child's library card, library card number and pin, or presence and approval of the child.

CONFIDENTIALITY OF LIBRARY RECORDS

All records relating to an individual patron's use of JCLD and its resources are confidential. JCLD will only collect and use personal information deemed necessary to provide library services to users. JCLD will avoid creating or collecting unnecessary records, will store records securely, retain records only as long as needed to conduct library business, refrain from practices that might place private information on public view, and will dispose of records securely. JCLD manages records according to the State of Washington's "[Local Government Common Records Retention Schedule \(CORE\)](#)."

PERSONALLY IDENTIFIABLE INFORMATION (PII) COLLECTED BY JCLD

Cardholder Information

The following information, collected or submitted by patrons through the JCLD website, in person, or by phone, is stored on JCLD servers and is only accessible by JCLD staff, Cooperative Libraries of the Eastern Olympics (CLEO) consortium staff, law enforcement pursuant to a court

order, warrant or subpoena, the cardholder, or persons authorized by the cardholder to access their account.

- Name
- Physical address
- Email address
- Phone number
- Library card number
- Date of birth
- Personal Identification Number (PIN)
- List of materials currently checked out
- List of materials previously checked out if patron has elected to retain reading history
- List of items requested and/or on hold
- Fines paid, waived, or due
- Contact information for Alternate Borrowers

JCLD does not sell or share PII with third-party vendors except those working under contract to the District, or except as required by law.

Credit Card Information

Patrons who donate monetarily to JCLD using an online credit card payment option may have certain private information collected on behalf of the District. This information is not stored on JCLD servers, but on the secure servers of the financial service vendor used by the District for credit card transactions. Such information includes, but may not be limited to:

- Credit card type
- Credit card billing address
- Credit card number and security code
- Name on credit card
- Credit card expiration date

JCLD staff access to this information is restricted to only that portion of the information which is required to conduct relevant accounting activities; the name of the donor, the address, the last 4 digits of the credit card number, and the amount of the transaction.

Other Confidential Information

Other private information may be collected, stored, or used by JCLD in a variety of ways, including, but not limited to: reference questions, database access or search records, program sign-ups, meeting room reservation requests, requests for purchase, incident reports, etc. All such information is collected for the specific purpose of conducting JCLD business and will be managed according to the CORE Retention Schedule.

THIRD-PARTY VENDORS

JCLD may enter into agreements with third-party vendors in order to provide certain library-related services to our patrons. Information that customers submit to a third-party voluntarily is not subject to JCLD control, and therefore the District cannot guarantee the same level of confidentiality and privacy. Patrons are encouraged to read and become familiar with the privacy policies of these third-party providers.

EXTERNAL WEBSITES

JCLD's website contains links to external websites not maintained by the District; JCLD is not responsible for patron privacy when users visit those websites. When a patron connects to a non-JCLD website they are no longer subject to the District's *Privacy and Confidentiality Policy*. The responsibility for understanding and agreeing to the terms, conditions, and privacy statements of non-JCLD sites rests with the individual patron.

PROMOTIONAL MAIL/EMAIL, NEWSLETTERS, AND OPT-OUT ELECTIONS

When signing up for their first JCLD library card, patrons who provide an email address are invited to opt-in to receive electronic communications from JCLD. Names and email addresses of patrons aged 18 and up who have opted-in may be used for the purpose of conducting periodic surveys, providing information about service interruptions/changes, inviting patrons to participate in and support District programs and activities, or sending electronic newsletters.

Patrons who have opted-in may opt-out at any time by using the opt-out information provided in an electronic newsletter or contacting JCLD staff and asking to have their email removed from the contact list.