LAWRENCE PUBLIC LIBRARY

Confidentiality of Records

Approved by the Lawrence Public Library Board of Trustees on 02/20/2017. Revised 9/18/2023; 9/21/2026. Next review date: 09/2029.

Lawrence Public Library (the library) is committed to protecting library patrons' rights to privacy and confidentiality regarding information sought or received at the library.

Patron registration and circulation records are exempt from the Kansas Open Records Act (K.S.A. 45-221 (23)). All patron account information will be used only for legitimate operation of the library. Disclosure will be limited to the individual account holder and any legal guardian listed on the account upon presentation of identification.

The library will not disclose personally identifiable information about individual patrons to any requester unless required to do so by law upon receipt of a valid court order or subpoena authorized under federal, state, or local law. The library takes reasonable security measures to reduce the risk of data loss or misuse. If library systems are compromised and data is breached, the library will notify those affected via library communications and a public notice on the library website.

Information collected

The library collects both personally identifiable information (PII) and anonymous information in order to provide library service to patrons.

PII is any information that could potentially identify a specific individual. The library strives to collect the least amount of PII possible in order to provide services. The PII collected by the library could include:

- Name
- Address

- Telephone Number
- Email address
- Date of Birth
- Library barcode number
- ID number
- Items currently checked-out, requested, canceled holds, and interlibrary loans
- Fee history
- Staff notes related to borrowing issues
- Sign-up information for library classes and events

Anonymous information is information that does not specifically identify an individual. The anonymous information collected by the library related to use of its website could include:

- URL (uniform resource locator) of the web site you visited previous to the library's website
- Domain names and/or IP addresses (numbers automatically assigned to a computer whenever it is connected to the internet)
- The browser version used to access the web site
- Hardware and software type and language
- Cookie data
- Date and time of requests
- Demographic data
- Interaction data
- Page Views, click data, and navigation flow

Library materials and borrowing history

Borrowing history for the physical collection, including lost and damaged items and fees, will be retained by default for no less than 6 months by the library. Patrons who do not wish to have their borrowing history retained past this point may request record deletion at the Accounts desk. Upon request for deletion, the patron account will retain borrowing records for the minimum 6 months required for collection management purposes, after which point the history will be removed from the patron's account.

These records are separate from lists, reviews, and reading history stored by the online catalog and other third party services. Deletion of this information from the online catalog and other third party services must be requested from those services directly. Patrons should note that

such a request only applies to the data retained by those services and does not constitute a request for deletion of data from the library itself.

Third-party vendors

The library collaborates with third-party vendors to enhance its services. Establishing an account with the library necessitates the sharing of PII with trusted vendors, encompassing the Integrated library System and online catalog. These vendors are engaged under contractual agreements to furnish automated circulation services and facilitate convenient online access to library accounts. In the course of legitimate library operations, we may also disclose personal information to other third-party entities, such as email marketing services. These services may access PII and usage data to assess the effectiveness of their offerings.

Furthermore, the library engages with various third-party vendors to offer an array of services, including online learning, digital collections, streaming media content, and analytics. It is essential to note that interactions with these systems beyond the library's website are subject to their respective privacy policies. Some of these vendors may gather and share information patrons provide, or they may require patrons to establish a personal account to utilize their services. To gain a comprehensive understanding of how patrons' data is collected, stored, and utilized by these vendors, please refer to their privacy statements and terms of service. If patrons have specific inquiries regarding their data collection and management practices, the library encourages them to reach out to the vendors directly.