



Johnson City Public Library makes every effort to protect the privacy of library users. The library is guided by Tennessee State law regarding the privacy of patrons of the library, specifically Title 10, Chapter 8 of the Tennessee Code Annotated; Confidentiality of Library Records. The code reads as follows:

*No employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such a library.*

Johnson City Public Library also adheres to the American Library Association Code of Ethics that states in Article III:

*We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.*

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

For purposes of this policy, digitally recorded security camera footage is considered a Library Record.

### **Confidentiality of Library Records**

Johnson City Public Library staff will not respond to any request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, email requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant) and/or under the provisions of the USA Patriot Act.

## Personally Identifiable Information

- Circulation Records: Johnson City Public Library will collect only the information needed to contact library users, such as mailing address, email address, phone number, etc., in order to ensure the proper notification, lending, and return of library materials and the collection of fines. Records will be retained for the shortest length of time necessary to facilitate library operations.
- Library cardholders submit their name, email address, postal address, telephone number or other identifying information in order to receive library services such as borrowing privileges, access to internet stations, receiving personal responses to questions, receiving library or Friends of the Library promotional materials, or being added to specific mailing lists. The library does not sell, rent or otherwise distribute information to outside parties except for possible uses related to the recovery of materials, and then in the most restrictive way possible to accomplish their purpose.
- Reference questions are retained only for the purpose of statistics and to assist with follow up queries from clients. The questions themselves and any personal information such as names, email addresses, telephone and fax numbers submitted with the questions are confidential and are treated as other library user information under provisions the Confidentiality of Library Records policy above. Email questions will be deleted on a regular basis.
- Searches of the online public access catalog (OPAC): The library does not require personal information to use the OPAC. Once a search is completed, a patron may clear their own search history. The search history is also erased automatically whenever the web browser is closed. The software does not retain a copy of any search.
- Electronic databases and the internet: When patrons use their library card to reserve a computer, no paper record with the patron's information is generated. When the patron logs off of a library computer, the software erases all history of their research and activity. ~~In locations where a paper reservation list is generated by library staff, all paper records are discarded quarterly and kept confidential pending destruction.~~ Library patrons should be aware that the Johnson City Public Library and other Tennessee library organizations license commercial databases from a variety of vendors. The library will make reasonable effort to restrict electronic database vendors from collecting and using identifying personal information of library users, however it provides no guarantee that personal information will not be shared with third parties.
- Interlibrary Loan Records: Patrons may borrow items not owned by the Johnson City Public Library from other libraries within Tennessee and nationally.

Interlibrary loan records will be retained for the shortest length of time necessary to facilitate library operations and will be kept confidential and be destroyed.

- Reference Interviews: A reference interview occurs when a patron looking for information approaches a library staff member, who interviews the patron in order to narrow down the specific information needed. Patron information will be retained for the shortest length of time necessary to facilitate reference services. Written patron information will be kept confidential and be destroyed.
- Security Cameras: Security cameras are installed throughout the library to assist staff and security personnel in monitoring and quickly responding to situations affecting the health and safety of library visitors and staff. Video from security cameras are kept on file for seven days, unless an incident occurs that requires holding the file longer. Security camera video files are only made available through a subpoena.

### **Public Relations, Social Media and Digital Resources**

The library maintains a dedicated web site and other related social media accounts. The library may post pictures or videos of library programs and events on these sites in order to promote the events themselves or to promote the library in general.

- The library shall refrain from posting single-person close-up pictures of any individual without permission from the individual or caregiver.
- The library shall not name, or tag, any individuals in photographs or videos posted on library social media.

The library may also select photographs of events for promotional purposes in print media, such as annual reports, adhering to the same privacy criteria.

***Approved by the Board of Directors – April 14, 2009  
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