

Oliver Wolcott Library - Policy on Privacy and Security

The Oliver Wolcott Library is committed to policies intended to prevent the unauthorized use of our patrons' personal information and to protect the privacy of this information.

As stated in Section 11-25 of the Connecticut General Statutes, "personally identifiable information contained in the circulation records of all public libraries shall be confidential". Guidelines from the Connecticut State Library and the American Library Association advise library personnel that such records shall not be made available to any person, organization, government agency, or other entity except pursuant to a valid order, subpoena, or other process as may be authorized by law relating to civil, criminal, or legislative investigatory power.

Parents or legal guardians may have access to circulation records of minor children. This is in accordance with a memo from the State Attorney General's office dated September 16, 1993. Information collected and how it is used:

We attempt to collect and maintain only those records of our patrons necessary for us to provide services consistent with our mission statement.

Disclosure to outside parties:

The Oliver Wolcott Library does not sell or disseminate any information obtained from our patrons to third parties.

Collection and use of e-mail address:

We may contact you by e-mail to provide you with information concerning the Library's services or to remind you that Library materials, checked out by you, are overdue or to notify you that an item you placed on hold is awaiting pick-up. If you wish to not receive e-mails from us, please advise us in writing. We will respect your wishes in regard to the methods we use to communicate with you.

Protection of personal information:

We use our technology to keep personal information and circulation records secure from unauthorized access.

Protection of personal information when using non-Library websites accessed through the Oliver Wolcott Library's website:

We cannot be responsible for privacy and security practices of non-Library websites. You will notice that our web site may contain links to other sites such as Litchfield community services. While we believe these sites share a similar commitment to user privacy and security, you should review each site's privacy and security policies as a precaution.

USA Patriot Act and other law enforcement demands for information:

The USA Patriot Act expands the authority of the federal government to conduct investigations of individuals in the interests of national security. The enactment of this law increases the possibility that the activities of library patrons, including their use of computers to browse the Web or access e-mail, could be under government surveillance without their knowledge or consent. Public libraries face the dilemma of seeking to protect the privacy of their patrons, on one hand, while responding to national security concerns and legal counsel to determine if such request is in proper form and to formulate an appropriate response. Library staff shall

immediately refer all law enforcement inquiries to the Library Director, or such other person appointed by the Board of Trustees, and shall not release any personal information until authorized by the Library Director or the duly appointed designee.

If the agent or officer requesting such information does not have a subpoena, warrant, court order or other authorized documentation compelling the production of the information, the Library Director shall explain the Library's privacy policy and inform the agent or officer that the information is not available without production of a valid subpoena, warrant, court order or other authorized documentation. If the agent or officer does produce a valid subpoena, warrant, court order, or other authorized documentation, the Library Director shall immediately refer it to legal counsel for review. Based upon advice of legal counsel, the Library Director will act accordingly.

Updating Policy

The Oliver Wolcott Library Board of Trustees reserves the right to amend this policy at any time. Any changes to our Privacy and Security Policy will be posted on this page.

Adoption of Confidentiality Policy March 2003.

Revision to Confidentiality Policy and renamed, April 17, 2007.