

Privacy and Confidentiality Policy

The Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community. The Privacy and Confidentiality Policy of the Thayer Memorial Library exists to facilitate the Library's stated mission of free and open community access to the services, materials, and information contained in the Library's general collections.

The Thayer Memorial Library recognizes that to fulfill its mission, members and guests must feel free to use Library resources and services without concern of a potential invasion of their privacy or the sharing of their confidential information. Such a possibility could inhibit the unrestricted use of Library resources and facilities and is contrary to the General Laws of Massachusetts and the American Library Association's *Library Bill of Rights*.

The Library endeavors to protect and respect members' and guests' personal information and to keep their library records confidential. The Library strives to collect the least amount of personally identifiable information and safeguard membership records' confidentiality.

Pursuant to Massachusetts General Law, Chapter 78, Section 7, the Library shall not disclose any record or information identifying members' or guests' use of the Library's collections and services. Privacy and confidentiality of members' and guests' personal data extend to information sought or received and materials consulted or borrowed, including database search records, reference interviews, circulation records, interlibrary loan transactions, registration records, and all other personally identifiable uses of Library materials, facilities, or services.

Records may be disclosed only in the following circumstances:

- If necessary for the proper operation of the Library, as determined by the Library Director; or
- On receipt of a court order or if otherwise required by law.
- On the written consent of the Library member to authorize designated borrowers;

The Role of Parents and Legal Guardians.

The Library avoids sharing circulation records, reference transactions, or other personal information about any minor's use of Library collections or services with their parents or legal guardians unless provided by law. The Library requires parents and legal guardians to determine what their children read, watch, view, or listen to.

Member records are easily accessible from home using a member's barcode number and PIN. Unless changed by the cardholder, PINs default to the last four digits of the registrant's phone number of record. If a password is changed, parents or legal guardians are advised to obtain the PIN from their minor.

Since parents and legal guardians must authorize membership applications for children under 16, they can designate a proxy to access a minor's account. Minors must be present whenever a proxy is named.

Central and Western Massachusetts Automated Resources Sharing Consortium [CW MARS]

The Library is a member of the CW MARS consortium. CW MARS is a diverse multi-type library consortium of more than 100 members of public, academic, and special libraries serving communities large and small. CW MARS hosts and supports the hardware and software needed to power the Library's shared online public access catalog and library staff software.

CW MARS collects only members' personal information if a patron provides it. This data could enhance the member's use of the Library and the online public access catalog. Personal information will not be shared with third parties without the member's explicit permission.

The Library collects personal information from applicants who register for Library membership. Once information is entered into the CW MARS member database, it is used to link a member to their borrowed media. Once media is returned, no record is kept of the transaction.

The personally identifiable information collected by the Library could include:

- Address.
- Circulation, registration, and information retrieval records may not be disclosed except to:
 - Persons acting within the scope of their duties administrating libraries in the CW MARS network;
 - Persons authorized by the member to inspect the member's records; or
 - Representatives of any local, state, or federal government, pursuant to subpoena or search warrant authorized under the authority of federal, state, or local law relating to civil, criminal, or investigative power.
- Date of Birth.
- Email address.
- File history.
- Items currently checked out, requested, canceled holds, and interlibrary loans.
- Library barcode number.

- Name.
- Overdue items (until returned).
- Telephone Number.

Programs and other services

The Library, from time to time, may call for a member or visitor to provide personal information when engaging in reference transactions, registering for programs, or other similar activities. Information provided will be discarded after the delivery of services or after the end of a program.

Public Computer Services

Visitors to the Library may register to use any of the Library's public computers to work on documents and explore the internet. Before accessing the Library's public computers, users must sign in. Upon exiting their session, all personal information, including activities on the internet, is wiped from the computer. However, users are alerted that third-party websites may record and store their actions and personal information. The Library is not responsible for private or confidential information provided by a user that is captured and stored by third-party websites.

Library Website

When a member of the public visits the Library's website, the Library collects and stores information to measure the number of visitors to different areas of the site and to assist in making the site more useful.

The information could include:

- the address (IP) of the visitor's computer or Internet provider.
- the date and time the visitor accessed the Thayer Memorial's site.
- the internet address of the website that referred the visitor to the Library's site.
- the pages that are accessed and how visitors navigate the site.

No transaction record is stored if a public member initiates an inquiry on the Library's "Contact Us" form or completes a survey on the website platform. However, communications with the Library may be considered public records as per Massachusetts General Law, Chapter 66, Section 10.

The Library's website contains links to third-party websites not maintained by the Library. The Library cannot be responsible for user privacy when visiting outside websites, including using

third-party websites to donate to the Library. Users are instructed to consult the privacy policies of third-party websites should there be any questions regarding their use.

Third-Party Services Provided On The Library's Website.

The Library, from time to time, may share or license access to commercial databases, including those provided through CW MARS and other Massachusetts library organizations, for the public to freely use. The Library cannot be responsible for user privacy, or the confidentiality of information provided when using these services. The Library provides no guarantee that personal information will not be shared with third parties when using these services. Users are instructed to consult third-party services' privacy policies should there be any questions regarding their use.

Security Cameras

The Library employs security cameras to assist Library staff in monitoring and quickly responding to situations affecting the health and safety of visitors and staff or safeguarding Library property. The Library may share video recordings with law enforcement if staff are aware of or suspect illegal activities in the building. Notwithstanding, security camera images are only made available to representatives of any local, state, or federal government pursuant to a subpoena or search warrant authorized under the authority of federal, state, or local law relating to civil, criminal, or investigative power.