

MANUAL OF LIBRARY POLICIES

SUBJECT: Privacy Policy

Resolution No. 210621-11

The Stow-Munroe Falls Public Library has made a commitment to protect the privacy of its patrons and the privacy of the users of SMFPL's web site. Earning and keeping the trust of patrons of the library, including when using SMFPL's web site or when visiting SMFPL is important to us. SMFPL wants its patrons to understand what types of information are gathered, how this information is used and protected, and how patrons can control its use. This Privacy Policy describes what SMFPL does with information it obtains from, and about, patrons (including users of SMFPL's web site). By sharing information with SMFPL, whether at a library or through its website, users agree to be bound by the terms and conditions of this Privacy Policy.

For any and all patrons who have previously shared personally identifiable information (defined below) with SMFPL, this Privacy Policy informs how such information is being used and protected. Please read below to learn how patrons can request changes or even deletions to such information.

Categories of Personally Identifiable Information SMFPL Collects

Patrons' personally identifiable information may be retained by SMFPL whenever a patron voluntarily provides such information to SMFPL, including, without limitation, when such information is provided by a patron through its web site or in person at the library. Information that may be retained by the library includes, without limitation, patron names, addresses, telephone numbers, driver's license numbers, social security numbers, or e-mail addresses, or all or any of them (jointly and severally, "personally identifiable information").

SMFPL may also gather certain anonymous data from users to help the library better understand how its web site is being used and how the library can improve it. This automatically-gathered data may include a user's computer's internet domain address and any content a user views on the web site, and the kind of browser used. However, individual users will remain anonymous unless the user voluntarily tells SMFPL who he or she is.

SMFPL reserves the right to use "cookies" on their web site. These are small files that may be sent to and stored on a user's computer so that the library may recognize the user's computer as a unique machine the next time the user visits the web site. For example, SMFPL may use cookies to enable the library to store information related to a particular patron's preferences for hold requests, e.g., the patron's computer's IP address may be automatically recognized and the patron's preferred pick-up location may be offered as a default.

In addition, SMFPL may compile certain statistical data concerning patrons and their use of the library and web site to better manage circulation, services and programs (collectively, "Statistical Data"). SMFPL may share Statistical Data with third parties.

CLEVNET Network – Use of Personally Identifiable Information

CLEVNET's Network is an integrated computer system consisting of, among other things, computer hardware, various computer software programs, and various database and automation services that together act as a library information management system that, in the aggregate, provides various Ohio libraries (collectively, "CLEVNET Contract Libraries") and their patrons with a variety of benefits, including, without limitation, access to an online catalog database uniting SMFPL and other CLEVNET Contract Libraries' books and other holdings. Personally identifiable information provided to SMFPL, whether provided through their web site or in person at the library, is maintained by SMFPL; however, it is accessible by all CLEVNET Contract Libraries.

CLEVNET Contract Libraries, like SMFPL, are obligated to keep patrons' personally identifiable information confidential. Neither SMFPL nor any of the CLEVNET Contract Libraries will release personally identifiable information about patrons, including their uses of library materials and resources (whether electronic or in print, including, without limitation, circulation records) unless otherwise set forth in the Privacy Policy or unless compelled by law.

Neither SMFPL nor any of the CLEVNET Contract Libraries will share personally identifiable information with third parties; provided, however, that information may be shared with reputable third-party partners on a confidential basis so that they can assist SMFPL in providing certain services to patrons. Please remember that this Privacy Policy concerns the use of patron personally identifiable information that has been provided to SMFPL only. There are numerous hyperlinks contained on SMFPL's web site. In cases where patrons or users leave SMFPL's web site to visit other web sites, they should become familiar with the privacy policies of those web sites.

Further, this Privacy Policy describes the information-gathering practices of SMFPL and not those of any of the CLEVNET Contract Libraries. Each of the CLEVNET Contract Libraries has posted specific information concerning its information-gathering practices and patrons are encouraged to review those policies. (Each of the CLEVNET Contract Libraries have entered into agreements with SMFPL pursuant to which they have agreed to maintain the confidentiality of SMFPL'S patrons' personally identifiable information and to institute privacy policies that are at least as stringent as this Privacy Policy.)

To keep SMFPL's records current, Patrons are encouraged to update information as it becomes necessary, e.g., when a patron moves or begins using a new e-mail address.

Security

SMFPL has reasonable precautions in place to prevent unauthorized access to the information we collect.