

City of Arrow Public Library Privacy and Confidentiality policy

At the City of Arrow Public library (COAPL) we take measures to protect a patron's privacy to stay in compliance with American Library Association's (ALA) Privacy and Confidentiality policy and the state of Arizona revised statute § 41-151.22.

COAPL believes every patron has the right to read, discover ideas and develop their own ideas without being observed, judged or punished. Confidentiality and privacy are essential to free speech, free thought and free association.

The purpose of this policy is to set the expectation with patrons and the community about a patron's privacy rights and the commitment the COAPL library staff makes to upholding this policy and respect a patron's right to confidentiality. This policy is also meant to educate our patrons and the community about their rights when using any of our library services.

To stay up to date with any new technology and security measures, COAPL commits to reviewing this policy once a year to make any necessary changes and stay compliant with the Arizona statute.

Arizona Revised Statute Title 41. State Government § 41-151.22

COAPL Privacy policy upholds The A.R.S § 41-151.22 that states a library or library system supported by public monies shall not allow disclosure of any record or other information, including electronic records, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.

- Records may be disclosed:
 - If necessary, for the reasonable operation of the library
 - On written consent of the user
 - On receipt of a court order
 - If required by law.
- Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

What information does COAPL collect?

COAPL strives to collect the least amount of Personally identifiable information (PII) to provide Library services and continue library operations. When applying for a library card, COAPL collects a patron's full name, email address, mailing address and phone number.

What is Personally Identifiable information (PII)?

Personally Identifiable information is any information tied to the patron. This information can include:

- Name
- Mailing address
- Email address
- Telephone number

- Library card number

Privacy Policy

As described by the ALA website, the right to Privacy is “the right to read, consider, and develop ideas and beliefs free from observation or unwanted surveillance by the government or others.”

COAPL makes the effort to uphold this right to also adhere to a patron’s right to Intellectual Freedom. Privacy is critical to exercise the right to read, discover ideas and inquire about any topic they wish without being observed, judged, punished or ostracized for their inquiries.

COAPL believes this right is important to uphold for all patrons to encourage the exchange of ideas which maintains a sound and healthy democracy.

The City of Arrow Public Library commits to protecting each patron’s right to privacy by only recording the least amount of personally identifiable information (PII) to run library operations and services.

Confidentiality

According to the ALA’s policy on Privacy and Confidentiality, and in accordance with the A.R.S § 41-151.22 COAPL staff will not share a patron’s checkout history, search history, digital browser history while online to a third party, the government or law enforcement unless presented with a court order to do so.

The City of Arrow Public Library does not sell, rent, lease or give out a patron’s personal information to any third parties. COAPL also recognizes that patrons under the age of 18 are still protected under this policy, but otherwise any checkout information can only be shared with the minor’s parents or legal guardian.

When Information is collected

Applying for a library card

To maintain and continue providing library services, COAPL will only retain a patron’s name, email address, mailing address, and phone number when applying for a library card or using other library services.

Conference rooms reservation

A Library card is needed to reserve a conference room for an allotted time. The conference room reservation system will only ask for the library card number, the patron’s first and last name and date and time for reservation.

Computer lab reservation and Use

A Library card is needed to reserve a computer at the computer lab. All reservations can be done online and patrons need to provide their library card number, full name and phone number to make a reservation for a computer. Patrons are free to browse the internet, create documents and use email when using the computer. Every night, all the computers are restarted and upon restart any files saved are deleted from the computer.

Internet and Wi-Fi use

COAPL provides Internet access through its computer lab and Wi-Fi to fulfill their mission of providing information services to their community. The Internet is a vast and unregulated platform and COAPL is unable to regulate what is seen on the Internet or the information found while using this service. A patron's browser history and cookies saved is protected under the Library's Confidentiality policy and that information is not allowed to be shared, sold or given to anyone unless it is mandated through a legal court order.

To connect to the Library's public Wi-Fi, the network credentials page on either mobile or laptop will ask for the user's library card number. While accessing the Internet on the Library's Wi-Fi, users are reminded to be mindful of personal information they willingly share. COAPL maintains they are not responsible for what patrons share on the Internet or the Internet's content.

Cookies

Cookies are small pieces of information that websites save on your computer while using the site. Cookies are meant to remember certain information during a session such as login information, browsing history or information entered into forms. When using a computer in the computer lab, cookies are deleted when a user logs out of their session. Users are also able to disable cookies but may not be able to use the website's full functionality.

Find more information here!

Arizona Revised Statute Title 41. State Government § 41-151.22

<https://codes.findlaw.com/az/title-41-state-government/az-rev-st-sect-41-151-22.html>

American Library Association Privacy and Confidentiality

<http://www.ala.org/advocacy/privacy>

American Library Association Intellectual Freedom/Library Bill of Rights

<http://www.ala.org/advocacy/intfreedom/librarybill>

Contact information for further information or questions

For general questions please feel free to reach out to the Library Director, Eileen Urrutia at emurruti@usc.edu.

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