



Berks County Public Libraries

System User Privacy Policy

Policy Statement

The Berks County Public Library System ("System") is committed to protecting the privacy of its users. Accordingly, the System does not share Circulation Records with outside parties, except: (1) with written authorization of the System user, (2) by court order in a criminal court proceeding, or (3) as otherwise required by law.

The System may collect the minimum personal information necessary for the efficient operation of the System, and may use this information for its operational purposes.

Examples of operational purposes may include, without limitation: using mailing or e-mail addresses or telephone numbers to respond to correspondence received from a user, to notify users of overdue materials, and to inform users of library events, programs, and fundraising.

Purpose Statement

The System recognizes its obligation to protect users' privacy and confidentiality regarding their personal information and the materials borrowed on their library card accounts. This policy explains the System's information practices, what information the System collects, and how the System uses that information.

Scope Statement

This Policy applies to Circulation Records stored on servers owned or leased by the System, whether collected in person, on the website (berkslibraries.org), or on the online card catalog. This Policy does not apply to records stored or received by member libraries, which are not stored on System resources; however, such data may be subject to the individual member library's privacy policies.

Definitions

Circulation Records are defined as: any information collected by the System which relates to the circulation of library materials, and which contains the names or other personally identifying information of a user of the materials.

Circulation Records may include:

- Name
- Address
- Email address
- Phone number
- Library card number
- Drivers' license number or other identification number
- Date/year of birth
- Materials currently checked out or requested

- Item circulation transaction history (stored for up to three years)
- Last user to check out an item
- Item checkout history
- Transaction details on paid fines and fees

Actions/Procedures

1. System employees shall maintain confidentiality of Circulation Records and other personal user data, in accordance with this Policy and other applicable County Policies and Procedures.
2. All requests, court orders, or other legal process seeking access to Circulation Records or other user data stored by the System shall be referred to the System Administrator who shall consult with the Berks County Solicitor's Office prior to responding to such request, court order, or legal process. Requests seeking access to data that is retained solely by a member library should be directed to that member library.
3. Library users may select an option in their library account which allows them to maintain their reading history. If selected, the user will see a history of items borrowed, but this information is accessible only with the user's library card number and PIN. This is an optional feature available in the Integrated Library System's online catalog.
4. All users should be provided with a copy of this Policy when the user registers for a library card, for online catalog access, or any time a new user otherwise provides data which constitutes Circulation Records to the System.

Adopted November 15, 2023