

Redwood City Public Library

Policy on Confidentiality of Customer Information

Confidentiality of Customer Information:

“When you receive a card and activate a library account, you provide the Redwood City Public Library with your name, address, and other personal information. The library keeps this information only for our own use, in order to notify you of information like when material is overdue, or when something you have requested has arrived for you to pick up. As you use the library, we keep a record of the materials you have checked out, but as soon as they are returned on time they are removed from your record*. If they are returned late and have accrued fines, they remain on your record until any fines or fees the might be due on the material have been paid, at which point they are removed. We do not share your information with others except under the following circumstances:

- As part of the Peninsula Library System, a consortium of the public and community college libraries in San Mateo County, the Redwood City Public Library shares the same database of information with these other libraries. This allows you to check out materials from any of the libraries in the Peninsula Library System, just as you do at Redwood City.
- A Collection Agency. When several overdue notices have been sent out without response, we contact a collection agency to try and get the material returned. They are given a list of the materials that have not been returned, and the contact information we have on file for whoever took the materials out.
- Law Enforcement Agencies. If the library is presented with a properly issued search warrant, we can be compelled to surrender the information requested in the warrant. This could include all information that the library has – items overdue, fines owed, materials currently checked out, computer usage, etc.

Note: Individuals can choose to keep a record of the materials they have checked out in their library record. If you keep such a record, it could be subject to the same provisions as other library materials under a search warrant. To activate this option, login to “Your Library Account” with your library card number and PIN number on the PLS+ online catalog at <http://catalog.plsinfo.org>. Once in your account, click on the “My Reading History” link, and then “Opt In”. All titles you check out after activating your history will be recorded, but you can remove any titles you wish from the history, or opt out completely, at any time, by clicking the “Opt Out” link viewing your Reading History.

Proposed Privacy Notification and Disclaimer for Computer/Internet Users:

“When you log on to a computer at the Redwood City Public Library your library card number is used. This allows us to track the amount of time you have used on our computers, the amount of money you have left in your account for printing purposes, etc. This information is stored in a database, which is also used by the library to keep aggregate statistics on how much our computers are being used. The library does not keep a record of the websites that you visit while using our computers. However, even though the library uses security software to minimize the possibility, it is possible that a skilled hacker could access such information stored on individual PCs.

"The Redwood City Public Library does not have any control over what happens to information you might send out over the Internet once it leaves our own network. The library is not responsible for any liability that may occur as a result of the disclosure of financial or other personal information over the library's public computer services. Users should be aware that use of public computers is not secure and that third parties may be able to obtain information regarding users' activities."

*Library Board of Trustees
Redwood City Public Library
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