

Greeneville/Greene County Public Library

PRIVACY POLICY

The Greeneville/Greene County Public Library makes every effort to protect the privacy of library users. The library is guided by Tennessee law regarding the privacy of patrons of libraries, specifically Title 10, Chapter 8 of the Tennessee Code Annotated; Confidentiality of Library Records. The code reads as follows:

No employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such a library.

Greeneville-Greene County Public Library also adheres to the American Library Association Code of Ethics that states in Article III:

We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the integrated library system (ILS) database.

Confidentiality of Library Records

Greeneville/Greene County Public Library staff will not respond to any request by a third party for personally identifiable information about any library user. Such information includes patron account information, reference interviews, circulation records, interlibrary loan records, e-mail requests for information, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant).

Personally Identifiable Information

- **Library accounts:** To obtain a library card, patrons must complete an application with their full name, residential address, mailing address (if different), phone number, e-mail address, and date of birth. The library does not sell, rent, or otherwise distribute this information to outside parties.
- **Circulation records:** When patrons borrow physical materials from the library, these items are “checked out” to the patron and their account indicates the items that are currently in

their possession. Once items are returned and “checked in,” no record remains of the patron having had those items. The exception is when late fines are not paid when items are returned. Once fines are paid, the identifying information regarding the materials is deleted.

- Interlibrary loan records: Patrons may borrow items from other libraries within the OWL consortium and other libraries in Tennessee. Interlibrary loan requests and check outs are treated similarly to materials borrowed from the Greeneville/Greene County Public Library as outlined in “Circulation records” above.
- Reference questions: Reference questions/interviews and any personal information associated with them, such as names, e-mail addresses, telephone numbers, fax numbers, are confidential and are treated as other library user information. Inquiries and requests received via email are deleted on a daily basis.
- Online public access catalog (OPAC): Personal information is not required for general use of the OPAC and the software does not retain a copy of any search. Individual library accounts, with personal information and current loan information, can be accessed in the OPAC through the combination of the patron’s barcode, and personal identification number (PIN). Patrons accessing their library account on the OPAC are responsible for safeguarding their personal information and logging out when finished.
- Public access computers: Library patrons and other members of the public are welcome to use the library’s public access computers (PACs). The library uses software to wipe clean the computer each time a user’s session has ended so that no identifying information remains. The library’s Internet Access Policy and Computer Use Policy can be found in the following sections of this document.

Public Relations and Digital Resources

The library maintains a dedicated web site and uses various social media platforms. The library may post photographs or videos of library-sponsored programs and events in order to promote the events or to promote the library in general. The library views sharing their programs and activities as an important component of connecting with the community. However, the library also recognizes the need to protect the privacy of library patrons. Therefore, the following restrictions apply to posting photographs and video of library events:

- The library shall refrain from posting single-person close-up photographs of any individual without written permission from that individual.
- The library shall not name, or tag, any individuals in photographs or videos posted on the library's web site or social media without written permission.

The library may also use photographs of events for promotional purposes in print media, such as brochures or flyers, adhering to the same privacy criteria.