

# Pinnacle Library Cooperative Patron Privacy Policy

## I. General

The Pinnacle Library Cooperative is committed to the protection of online privacy and shall protect all personal information shared with the system. The Cooperative shall maintain strict policies for the storage, access, and retrieval of library data. The Pinnacle Library Cooperative, as well as each of its members libraries, complies fully with the Illinois Library Records Act.

## II. Patron Data

As part of library membership, the Pinnacle Library Cooperative maintains patron information, including:

- First and Last Name
- Address
- Contact Information
- Date of Birth
- Item checkout history
- Payment information

All personal information that is deemed confidential is covered by Illinois State Law, as defined in the Library Records Confidentiality Act:

(75 ILCS 70/1) (from Ch. 81, par. 1201)

Sec. 1. (a) The registration and circulation records of a library are confidential information. No person shall publish or make any information contained in such records available to the public unless:

(1) required to do so under a court order; or

(2) the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm. The information requested must be limited to identifying a suspect, witness, or victim of a crime. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the library. If requested to do so by the library, the requesting law enforcement officer must sign a form acknowledging the receipt of the information. A library providing the information may seek subsequent judicial review to assess compliance with this Section. This subsection shall not alter any right to challenge the use or dissemination of patron information that is otherwise permitted by law.

(b) This Section does not prevent a library from publishing or making available to the public reasonable statistical reports regarding library registration and book circulation where those reports are presented so that no individual is identified therein.

(b-5) Nothing in this Section shall be construed as a privacy violation or a breach of confidentiality if a library provides information to a law enforcement officer under item (2) of subsection (a).

(c) For the purpose of this Section, (i) "library" means any public library or library of an educational, historical or eleemosynary institution, organization or society; (ii) "registration records" includes any information a library requires a person to provide in order for that person to become eligible to borrow books and other materials and (iii) "circulation records" includes all information identifying the individual borrowing particular books or materials.

(Source: P.A. 95-40, eff. 1-1-08.)

(75 ILCS 70/2) (from Ch. 81, par. 1202)

Sec. 2. This Act may be cited as the Library Records Confidentiality Act.

(Source: P.A. 86-1475.)

Library data is maintained in a secured database server. Information is accessible only by trusted staff of the Pinnacle Library Cooperative and its member libraries. Each library adheres to its own patron privacy policy which complies with relevant state laws.

The Pinnacle Library Cooperative does not collect social security numbers or driver's license numbers. For payment collection purposes, the Cooperative may, from time to time, request credit card or other payment account information. This data will be used solely for processing payments and will not be stored in any form.

### III. Third Party Vendors

The Cooperative and its member libraries may partner with 3<sup>rd</sup> party vendors to provide library-related services. Information is only supplied to these vendors when essential to perform library services and should be considered confidential. All vendors are expected to comply with the policies set forth in the Pinnacle Patron Privacy Policy as well as the individual privacy policies of member libraries.

### IV. Cookies

Cookies, or small text files created by a website and stored on a user's computer, may occasionally be created by the library catalog. The cookie itself does not contain any personal information, but can be used to track when the user has accessed a particular website.

Cookies are stored on the user's machine and only accessible by the user. Users concerned about the use of cookies should consider adjusting their browser's settings.

### V. Children

In compliance with the requirements of the Children's Online Privacy Protection Act (COPPA), the Pinnacle Library Cooperative only requests, collects, or maintains any personally identifiable contact information from patrons under the age of 13 with parental/guardian consent.

### VI. Contact

Additional questions or concerns regarding privacy can be sent via email:

Pinnacle Library Cooperative  
info@pinnaclelibraries.org

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