



PRIVACY AND CONFIDENTIALITY POLICY

Newton Free Library is dedicated to protecting the privacy and confidentiality of our patrons. Our policy complies with the Massachusetts General Laws, Chapter 78, Section 7: *“Part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record as defined by clause Twenty-sixth of section seven of chapter four.”* This policy extends to circulation records (registration records, borrowing records, reserves or fine records), interlibrary loan transactions, database search records, reference interviews, public computer logons and any other record that contains information related to intellectual pursuits.

As a governing member of the Minuteman Library Network, the Newton Free Library also adheres to and supports the [Privacy Policy](#) of the Minuteman Library Network.

Requests by law enforcement agencies for information related to persons using the library will be honored where they are made in compliance with established legal provisions, specifically a subpoena served by a court of competent jurisdiction. All such requests must be referred to the library administration which will consult with legal counsel to determine if the request is in proper form and it is appropriate to release the requested information.

Use of Personally Identifiable Information (PII)

Personally identifiable information supplied to the Newton Free Library directly or through another member of the Minuteman Library Network will be held confidential and only used for the administrative and operating purposes of the library. PII will not be used for library fundraising purposes. The Library occasionally conducts promotional campaigns to inform the community of our services or solicits community feedback. The Library at those times may use patron email or postal address.

The Library will not share personally identifiable user information with third parties or with vendors that provide resources and library services unless the library has obtained the permission of the user or has entered into a legal agreement with the vendor that stipulates that the library retains control of the information, that the information is confidential, and that it may not be used or shared except with the permission of the library. These restrictions on use of PII include the use of email addresses provided by library users.

Privacy and Library charges

Persons wishing to clear fines, fees or other charges for others, whether related or not, will not be given additional information about the specific content of another person's borrower record without that person's presence or permission. This includes persons who are related in any manner, including spouses, parents or guardians. Possession of the other person's library card and, where needed, login information will be considered as granted permission. Library Staff will not re-set a cardholder's login password without the specific request of the cardholder themselves presenting suitable confirmation of identification.

-Approved by the Board of Library Trustees on March 22, 2017.