

# Anderson Public Library

## Privacy And Confidentiality of Library Records Policy

Anderson Public Library recognizes that the protection of personal privacy, the confidentiality of library records, and the security of financial information are essential to maintaining public trust and supporting intellectual freedom.

This policy establishes guidelines for the collection, use, disclosure, retention, and protection of personal information, confidential library records, and financial transaction data in compliance with applicable federal, state, and local laws.

### **Confidentiality Of Library Records**

Pursuant to Indiana Code 5-14-3-4(b)(16), library records which identify a person as having requested or obtained specific materials or services are confidential and are not subject to public disclosure except as provided by law.

Confidential library records include, but are not limited to, circulation records, digital resource usage associated with an identifiable account, reference transactions, interlibrary loan records, and program registrations when linked to an identifiable individual.

Such records may be disclosed only:

- To authorized library staff in the performance of official duties
- To the individual who is the subject of the record
- To a parent or legal guardian of a minor when permitted by law
- With the written consent of the individual identified in the record
- Pursuant to a valid court order, subpoena, or other legal process

The library shall not release confidential patron information to law enforcement or other governmental entities without proper legal authority.

### **Collection of Personal Information**

The library collects personal information only as necessary to provide services and administer operations. Such information may include name, address, telephone number, email address, date of birth, library card number, and related account information provided when registering for services, programs, or accounts.

When individuals access the library's website or online systems, certain non-personally identifiable information may be collected automatically for statistical and operational purposes. This may include internet protocol (IP) address, browser type, operating system, and general usage patterns.

The library's website and online catalog may use cookies or similar technologies to support website functionality, manage user sessions, and collect aggregate usage data. Cookies do not collect



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personally identifiable information unless such information is voluntarily provided by the user. Information collected through these technologies is used to evaluate and improve Library services. Users may configure their browser settings to refuse or delete cookies; however, doing so may affect website functionality.

Individuals may review and update their personal information by accessing their online library account or by contacting the library. The library will take reasonable steps to ensure that personal information maintained in its records is accurate and current.

### **Financial Transactions**

The library accepts payments for fees, replacement costs, room rentals, and other authorized charges. When patrons conduct financial transactions with the library, certain payment information may be processed, including payment card data and transaction amounts.

The library does not store full payment card numbers, card verification codes, or other sensitive authentication data on library servers. Payment transactions are processed through secure third-party payment processors that are responsible for maintaining compliance with applicable payment security standards, including the Payment Card Industry Data Security Standard (PCI DSS).

The library retains only the information necessary for accounting, reconciliation, audit, and legal compliance purposes. Financial transaction records maintained by the library are considered administrative records and may be subject to applicable public records laws; however, confidential library records identifying specific materials or services obtained remain protected under Indiana Code 5-14-3-4(b)(16).

All financial data is handled in accordance with applicable state financial regulations and accepted payment security standards.

### **Use of Personal Information**

Personal information shall be used solely for legitimate library purposes, including establishing and maintaining accounts, providing materials and services, communication regarding account activity or library services and programs, processing authorized payments, and supporting library administration.

The library does not sell, rent, or distribute personal information for commercial purposes.

Information may be shared with contracted service providers only as necessary to deliver library services and subject to appropriate safeguards.

### **Third-Party Digital Services**

The library provides access to third-party digital platforms, databases, streaming services, and other online resources. When using these services, users may be subject to the privacy policies and data practices of the respective providers. While the Library evaluates vendors with consideration for privacy protections, it does not control the privacy practices of third-party services.



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## **Public Records**

As a public institution, the library is subject to the Indiana Access to Public Records Act. Administrative and financial records may be disclosed as required by law. Confidential library records, as defined in the Confidentiality of Library Records section of this policy, are exempt from disclosure except as permitted by statute.

## **Data Security and Retention**

The library maintains reasonable administrative, technical, and physical safeguards to protect personal information, confidential records, and financial transaction data from unauthorized access, disclosure, alteration, or destruction.

Records shall be retained in accordance with applicable retention schedules and legal requirements. When no longer required, records shall be securely destroyed or anonymized.

## **Data Security Incidents and Breach Notification**

In the event of a security incident involving unauthorized access to or acquisition of personal information maintained by the library, the library shall respond in accordance with applicable state and federal law, including Indiana Code 24-4.9 (Disclosure of Security Breach).

If the library determines that a breach of unsecured personal information has occurred and that notification is required by law, affected individuals shall be notified in a manner and within the timeframe required by statute. Notification may be delayed if a law enforcement agency determines that notice would impede a criminal investigation.

The library shall take reasonable steps to investigate the incident, mitigate potential harm, and implement corrective measures to prevent future occurrences.

Adopted by the Board of Trustees 02/18/2026



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