

Oakland County Library Patron Privacy Policy

The Oakland County Library protects the privacy of its patrons in compliance with federal and state law.

The Oakland County Library adopts as part of its privacy policy Article III of the Code of Ethics of the American Library Association:

“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 applies to specific services and functions within the library, as follows:

I. Registration and Circulation Records

Patron information on the Research Library card application form or the Library for the Visually and Physically Impaired Application for Free Library Service is confidential information under the Library Privacy Act for the State of Michigan.

Circulation information pertaining to what materials patrons request or check out is confidential information under the Library Privacy Act for the State of Michigan.

These records may be consulted and used by library staff in the course of carrying out normal operations, but are not released or disclosed to a third party unless required to do so by court order.

Information about the circulation records of a minor child will be released to a parent or guardian upon request and demonstration of proper identification if they have signed the statement of responsibility for minor children on the library card application.

II. Interloan/Document Delivery

Patrons using interloan or document delivery services receive the same privacy protections that pertain to the circulation of library materials. Documentation of such requests may be retained by the Library to comply with copyright law.

III. Reference Requests

Reference Requests for information are considered confidential. Information that is collected in providing this service that identifies a patron, the nature of their request and the sources they consulted, is not shared by the Oakland County Library.

IV. Computer Use Information

Patrons may access the Oakland County Library's public computers using a library/computer access card. To register for a card, patrons need to supply their first and last names and a password. This information is considered confidential and is not shared by the Oakland County Library.

The library's computer system tracks the date, time, and length of computer use in order to help the library provide equitable computer access to all its patrons. It does not track or record the names of patrons using the computers or the websites patrons view during their sessions.

The library's computer access cards permit patrons to save lists of their favorite internet sites to it. Patrons remove their cards from the computer at the end of their session. The browsing history, Internet address bar, history, favorites, temporary files, cache, cookies and selected homepage are cleared from the computer. The Oakland County Library cannot retrieve this information.

V. Website Use Information

When patrons access the Oakland County Library's website (whether in the Library or remotely) the following information is tracked by Oakland County's web server:

1. IP address of the computer or the Internet Provider
2. Internet domain
3. Date and time the County's website was accessed
4. Type of operating system and web browser used
5. Access count for each webpage visit
6. Website which referred the patron to the library's website

The Oakland County Library only tracks the amount of times their web pages have been accessed. No other information is used by the Library.

VI. Contracts and License for Information Resources

Oakland County will take all reasonable steps to ensure that patron privacy is protected when dealing with third party service providers.

Adopted on July 27, 2006 by the Oakland County Library Board