Privacy Policy

Notice & Openness

The Library collects personal information about patrons who register for a library card or program or visit our website, www.ebrpl.com. The East Baton Rouge Parish Library (EBRPL) is committed to protecting the privacy and confidentiality of our patrons and staff, in compliance with federal and state laws, and professional library standards. This confidentiality extends to information sought or received, materials consulted, borrowed, or acquired, and includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services. Library data is considered an organizational asset and may be accessed and used only by authorized library staff and third-party partners.

The East Baton Rouge Parish Library collects two kinds of user information – Anonymous Information and Personally Identifiable Information (PII).

Anonymous Information is information that does not identify specific individuals and is automatically transmitted by an internet browser. This information can consist of:

- URL (Uniform Resource Locator or address) of the web page the user previously visited
- Domain names and/or IP addresses
- Browser version, internet service provider, and mobile device type users are utilizing to access the site
- Geographic location from which a user is accessing our site
- Time and date of user visit to the website

This information is used to learn how individual electronic services and Web pages are used in order to improve website content, better manage network traffic and troubleshoot server problems.

Personally Identifiable Information is information that is voluntarily provided by library patrons, such as their names, email addresses, postal addresses or telephone numbers in order to receive library services, such as registering for library cards, ordering materials, receiving personal responses to questions or being added to specific mailing lists. The Library does not sell or rent this information. In many cases, personally identifiable information is used only on a transitory transactional basis, and the information is not retained beyond the duration of the transaction.

Members of the public may be mentioned by name on the website, for example, in public meeting agendas and minutes, library event descriptions or photos, as bidders on public projects or as contributors to Web page content.

Third-Party Partners

Library data regarding customers' past use of the Library and its services may be used through third-party partners to enhance the customer's library experience. The Library has used and may continue to use third party tools and services, such as Google Analytics, Adwords, and Facebook Ads, to help deliver targeted information and services. These tools provide reports which aggregate data, such as the number of clicks on advertisements. The aggregate data reports are available only to authorized library staff and authorized partners who need this information to perform their duties and develop or maintain services.

The Library does not track website visitor activity on the internet outside of www.ebrpl.com, but partners we work with may use information automatically collected by www.ebrpl.com and combine it with data they collect elsewhere for the Library's targeted advertising purposes. For example, mobile device type from our Google Analytics may be used by a Third-party partner when they're developing our Google Adwords campaign. Third-party partners may gather information about patron visits to sites outside of www.ebrpl.com. In cases where patrons leave the Library's website to visit one of its partners' websites, they are encouraged to learn about the privacy policies of the websites they visit.

Third Party Policies:

- Demco Software: https://www.demcosoftware.com/privacy-policy/
- EBSCO (EDS): https://www.ebsco.com/company/privacy-policy
- Govolution: https://www.govolution.com/privacy
- Library Elf: https://www.libraryelf.com/base/Privacy.aspx
- PrinterOn: https://www.printeron.com/company/legal.html#Privacy

Choice & Consent

If you do not want to be contacted by us in the future with any communications other than circulation notices or reservation alerts, let us know in writing by mail or email:

Systems Librarian
East Baton Rouge Parish Library
7711 Goodwood Blvd
Baton Rouge, LA 70806
e-mail at: websupport@ebrpl.com

Access by Users

Patrons are entitled to view the information maintained in their library accounts. Basic account information is accessible through the online catalog, and more detailed account information can be obtained by contacting the Library.

For more information, please visit or call your local EBRPL branch location and inquire with the Circulation Department. Questions may also be emailed to circulation@ebrpl.com.

Data Integrity & Security

The EBRPL is committed to data security and the data quality of Personally Identifiable Information that is either available from or collected by our website/ILS (Integrated Library System) and has taken reasonable precautions to protect such information from unauthorized access to information it maintains. The Library operates "secure data networks" protected by industry standard firewalls and password protection systems. These measures are intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

Retention

The Library does not retain information longer than is necessary to complete related transactions or services. Computer session information is limited to computer IP address, library card number, location, time, and length of the session. No other information about the session is retained. All work and related information entered by a patron is deleted after the computer session is terminated.

Documents printed on library copiers are kept for a maximum of 20 minutes after being printed and used only in the event that a customer's document does not print properly. If the document prints properly, users can request that their document be removed from the print queue sooner. Any unprinted documents remaining in the queue system at the end of the day are automatically deleted. Privacy of credit card information is covered in the *Card Holder Data Policy.*

Government Requests for Library Records

The confidentiality of a patron's library use is taken very seriously by public libraries. As a result of the USA Patriot Act, public libraries strive to protect the privacy of patrons that they are afforded by law, while responding to legitimate national security concerns. Personally identifiable information may be released only to a law enforcement agency after presentation of a court issued subpoena or search warrant and/or under the provisions of the USA Patriot Act. Librarians may be forbidden from disclosing that certain records have been requested or obtained by law enforcement officials as stipulated by the USA Patriot Act.

Additional Information

The American Library Association USA Patriot Act and libraries.

Resources to opt out of some general data collection via Ad Choices, Do Not Track, Network Advertising Alliance, Google Ad Settings, and the Facebook Ad Preferences Panel.

LSA-R.S.44 Public Records Laws

Approved on August 15, 2019.