



Privacy is essential to the exercise of free speech, free thought, and free association. Mesa County Libraries (MCL) is committed to protecting patron privacy and confidentiality as rooted in the law and in the ethics and practices of librarianship. In compliance with Colorado Revised Statutes § 24-90-119:

- MCL will not disclose the use of library content, materials, equipment, programs, facilities, and staff assistance unless disclosure is necessary for the reasonable operations of MCL or is otherwise required by law.
- MCL will take reasonable measures to ensure the confidentiality of each patron's MCL record, account, and library use by securing and limiting access to these records to approved staff members only.
- MCL will only collect and store personally identifiable information when needed for business purposes.

Consent

MCL will not collect or retain private and personally identifiable information without individual consent. Individuals may choose to submit their names, email addresses, postal addresses, telephone numbers, and unique identification number in order to receive MCL services such as registering for library cards, registering for programs, receiving personal responses to questions, or being added to specific mailing lists. Personally identifiable information given to MCL will be kept confidential and will not be sold, licensed, or disclosed to any third party except those working under contract with MCL, or except as required by law.

Patron Responsibility

It is the patron's responsibility to notify MCL immediately if the patron's card is lost or stolen or if the patron believes that someone is using the patron's card or card number without permission. MCL encourages patrons to protect library cards and card numbers for privacy and security.

Patrons may access their own personally identifiable information held by MCL and are responsible for keeping their information accurate and up-to-date. Patrons may ask MCL staff about the process for accessing or updating their information.

Parents and Children

MCL respects the privacy of all patrons no matter their age. Parents or guardians of a child under age 18 who wish to obtain access to a child's library records, including the titles of materials checked out or overdue, must provide the child's library card.

Data Disposal

MCL takes reasonable steps to assure data security. When paper or electronic documentation containing personally identifiable information is no longer needed, staff will destroy or arrange for the destruction of such paper and electronic documents by shredding, erasing, or otherwise modifying the personally identifiable information in the paper or electronic documents to make the personally identifiable information unreadable or indecipherable through any means.



Information Collected

MCL may collect and store information to measure the number of visitors to different areas of the MCL website – mesacountylibraries.org – to assist in making the website more useful. This information includes: the address (IP) of a computer or Internet provider, date and time the website was accessed, pages accessed, website navigation, and the Internet address of the website that referred a user to MCL’s website. MCL website data is not linked to individual account data.

Third-Party Vendor Services

MCL enters into agreements with third parties to provide online services, digital collections, streaming content, and website improvements. These services may also connect with social networks.

Third-party services may gather and disclose patron information including:

- Personally identifiable information that patrons knowingly provide such as website registration, feedback and suggestions, requests for information, or shared content creation;
- Other information that could be used to identify patrons such as IP addresses, search history, location-based data, and device IDs;
- Non-personally identifiable information such as ad views, analytics, browser information (type and language), cookie data, date and time of requests, demographic data, hardware and software types, interaction data, serving domains, page views, and web pages visited immediately prior to visiting the MCL website; and
- Other data as described in a vendor’s privacy policy and terms of use.

MCL makes reasonable efforts to ensure that MCL’s contracts, licenses, and off-site computer service arrangements reflect MCL’s policies and legal obligations concerning patron privacy and confidentiality. When connecting to third-party licensed databases and content providers, MCL only releases information that authenticates registered MCL patrons. Patrons must understand that when accessing remote or third-party vendor sites, there are limits to the privacy protection MCL can provide. MCL encourages patrons to review the privacy policies of all third-party providers.

Other Services

This policy does not apply to external applications or websites that may be accessed from MCL’s public computers, devices, or wireless network. Some patrons may choose to take advantage of RSS feeds from MCL’s catalog, public blogs, hold and overdue notices via email or text message, and similar services that send personally identifiable information related to library use via public communication networks. Patrons should also be aware that MCL has limited ability to protect the privacy of this information outside its control. Patrons are cautioned that any electronic communication utilizing the Internet or a wireless network may be intercepted.





Illegal Activity Prohibited and Not Protected

Patrons may conduct only legal activity while using MCL resources and services. Nothing in this policy prevents MCL from exercising its right to enforce its Code of Conduct; protect its patrons, staff, facilities, network, and equipment from harm; or prevent use of MCL facilities and equipment for illegal purposes. MCL can electronically log activity to monitor its public computers and network external access and reserves the right to review such logs when a violation of law or MCL policy is suspected. Staff is authorized to take immediate action to protect the security of patrons, staff, facilities, computers, and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

Enforcement and Redress

MCL staff will refer any public records requests and law enforcement inquiries to the Library Director. The Library Director is MCL's Custodian of Records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Library Director may delegate this authority to designated members of MCL's management team. The Library Director may confer with legal counsel before determining the proper response to any request for records. MCL records may only be disclosed pursuant to subpoena, upon court order, or where otherwise required by law.

REVIEWED AND ADOPTED ON JULY 28, 2022

Cindy Cyphers – MCPLD Board President

Abby Landmeier – MCPLD Board Secretary

