



Privacy and Confidentiality Policy

August 2026

The Riverside Public Library is committed to protecting patron privacy by using its best efforts to keep personally identifiable information confidential.

The Library adheres to both State law and the Library Record Confidentiality Act (75 ILCS 70/1 et seq) which protect Library records from disclosure if a member of the public or media requests them. Library records include any written or electronic record used to identify a patron. These Library records may only be disclosed to Library staff performing job duties, cardholders upon proof of identity, other persons granted permissions by the cardholder, and parents or guardians of minor children. The Library reserves the right to associate (link) the accounts of parents or guardians to the accounts of their children under the age of 18.

There may be times when the Library is required by law to provide personal information to law enforcement officials. Riverside Public Library complies with all legal requests for this information. Information may also be requested by a sworn law enforcement officer who represents that it is impractical to secure a court order due to an emergency. The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the Library.

The Library may collect the following personal information to access Library services:

- Name
- Address
- Telephone Number
- Email address
- Date of birth
- Age
- Library barcode number
- Grade
- School and/or teacher
- Items currently checked out, requested, cancelled holds, and interlibrary loans
- Overdue items (until returned)
- Payment history
- Sign-up information for Library programs

Library card accounts include a PIN for access. Library staff do not have access to a customer's PIN, but staff can help a customer reset the PIN if they forget it or it becomes compromised if proper identification is provided.

Circulation History

The Library does not keep a record of patron borrowing history beyond operational requirements. Once a patron returns an item, it is removed from their account. A patron may choose to turn on the history feature in their online account to keep a personal log of items checked out.

Reciprocal Borrowing

Riverside Public Library cardholders are eligible to apply for reciprocal borrowing privileges at other public libraries in Illinois. When a patron applies for reciprocal borrowing privileges at another public library, Riverside Public Library reserves the right to verify with that library that the customer holds a valid card.

Website

Riverside Public Library uses Wix.com and Google products to collect data about the use of the Library's website. The Library uses this information to make improvements to its website, track trends, and prevent spam. A patron's personal information is not tracked by the Library.

Public Computers, Hotspots & Connected Devices

The Library does not keep a record of patron activities on any public computer or laptop. Any record of browsing history and activities is removed with the patron logs out. The next patron cannot see any of the previous patron's information. Patrons are still encouraged to logout of personal accounts at the end of a public computer session.

Whenever possible, all connected devices a patron borrows from the Library (e.g., tablets, eReaders, Rokus, etc) have their history manually cleared by staff after the device is returned.

Mobile hotspots borrowed from the Library do not retain any information about patrons or browsing history.

The Library does not share or sell website information with any third party except as required pursuant to the provisions of a valid court order.

Wi-Fi

In order to provide easy access to the internet on personal devices, the Library Wi-Fi network is not encrypted. The Library urges patrons to exercise caution when transmitting sensitive information while on public Wi-Fi.

Email

The Library uses email to communicate with patrons for both transactional and marketing purposes. Users must opt in to marketing communications via the Library website. The Library also sends account notices to customers who have given their email addresses for that purpose. Patrons may opt out of email notices by contacting the Library and requesting a change to communication procedures.

Payments

Credit card payment information provided to the Library is only used for the purpose for which it is submitted. Payment systems may retain a customer's name, email address, transaction amount, date and time of transaction, type of service purchased, and partial credit card numbers. The Library will not store entire credit card numbers, security codes, or PINs.

Using Third-Party Vendors

The Library enters into agreements with third-parties to provide online services, digital collections, streaming media content, and more.

Third-party vendors may collect and share a patron's information, including:

- Personally identifiable information a patron knowingly provides. This includes: when a patron registers for the site, provides feedback and suggestions, or requests information.
- Other information that could be used to identify a patron. This includes: a patron's IP address, in-vendor search history, location-based data, and device information.
- Non-personally identifiable information. This includes: a patron's ad views, analytics, browser information, cookie data, date/time of a request, and demographic data.
- Other data as described in the vendor's privacy policy and terms of use.

For more information on these services and the types of data that is collected and shared, refer to the Terms of Use and Privacy Policies for these services. A patron may choose not to use these third-party vendors if the patron does not accept the vendor's terms of use and privacy policies.

Promotional Materials

The Library may take photos, videos, and audio recordings at the Library and during Library events to use in its publicity materials and on its website and social media sites. The Library reserves the right to document its services and the public's use of the Library building and grounds, website, or social media. To ensure privacy of all individuals, including children, images will not be identified using full names or personal identifying information without approval. Any individual who does not wish the Library to use a

photograph or video of them or their child should inform Library staff prior to or while such photographs or videos are being taken.

Video Surveillance

The Library has security cameras that may record activities within the Library. Video recordings will be retained by the Library in accordance with the Local Records Act. Video recordings may be subject to release as required by Illinois Law.