



## Internet Privacy Policy

The following is intended to explain our current Internet privacy practices but is not a contractual promise. We reserve the right to change our policy at any time without providing advance notification.

Our library protects your records according to Virginia law and any applicable federal laws. Applicable laws include the “Virginia Privacy Protection Act of 1976” and the “Virginia Freedom of Information Act”. The Code of Virginia 2.2-33705(A)10 states the following records are excluded from the provisions of this chapter (7) Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed. Our library does not sell information about our customers or their search habits to third parties.

### Links to other websites

The Orange County Public Library cannot control the privacy policies of the websites to which we have links. Once you leave our site, our privacy policy will no longer apply. Some of the sites to which we are linked are commercial in nature and may both collect and sell data they obtain from you visit to third parties. We recommend that you consult the privacy policy at each site you visit before submitting any personal information.

The library provides access to subscription databases for our customers. When you use these third party sites, logs of the searches conducted, dates and times are made accessible to the library by the vendor. We will retain these records and use them to evaluate current and future purchases. In addition, the statistical counts received through these logs will be submitted to the Library of Virginia as part of the library’s annual statistical report. These vendors may also be collecting other information for their own purposes. Please consult their privacy policies for more information.

### What Information Our Library Collects

Our Library collects the following types of information:

- 1) Routing information (the Internet address and domain of the computer that you are accessing us from)
- 2) Essential technical information (the page or service you are accessing, your browser type, your operating system, date and time)
- 3) Voluntary optional non-privileged information (when you send us an e-mail)
- 4) Voluntary privileged information (when you review your patron account, place a hold or renew a book through the site)
- 5) Cookies (we place “session” cookies with a 10 minute expiration on your computer to enable you to navigate and “save to list”)

### How we use the information we gather

- 1) Routing information is used to send you the pages you request. Since your ISP and other entities use this information, we cannot control your privacy. The logs are used to help us improve our website and also to provide statistical information about usage. We report the annual usage statistics for our site as numerical data to the Library of Virginia as part of our annual statistical report. The Library may maintain logs of routing data indefinitely but we typically delete such logs after the completion of our annual report. We typically do not try to link the logs to any particular user. We reserve the right to do so if security reasons dictate it is necessary. We may forward such logs and any other relevant information in our possession to law enforcement agencies in cases of unauthorized access (e.g. hacking).
- 2) Essential technical information is also retained as part of our system logs. The logs are used to help us improve our website and also to provide statistical information about usage. We report the annual usage statistics for our site as numerical data to the Library of Virginia as part of our annual statistical report. The Library may maintain logs of routing data indefinitely but we typically delete such logs after the completion of our annual report.
- 3) Voluntary optional non-privileged information is used to provide responses to your queries and suggestions. We will use the information as we see fit and do not guarantee any confidentiality for voluntary submissions other than that we will not divulge your e-mail or mailing address to outside parties. We will retain e-mail messages as required by the retention schedules of the Library of Virginia.
- 4) Voluntary privileged information is protected under the Code of Virginia and can only be divulged under court order as described above in "Confidentiality of Library Records". Scripts are included in the software that prevent other patrons from accessing our data by using the "back" button. Your library card number and PIN number are also required to access the online holds, renewals and patron record review to protect your privacy. If you lose your library card, please notify us as soon as possible. We cannot be held liable for access of this information if your card is lost or stolen. Your PIN number may be changed by staff upon request and is confidential. When we input your PIN number into the computer or access your patron record, all we see is a series of asterisks.

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Any information in our records, except privileged information, is subject to request under the "Virginia Freedom of Information Act" by members of the public. In compliance with FOIA, all identifiable personal or confidential information is to be removed from the paper copies of the records before filling the request. These requests are governed by the Library's policy on "Confidentiality of Library Records."

(Approved by the Orange County Library Board of Trustees 4/19/2001, amended 11/2002, 8/2003).