

## **Dimmick Memorial Library and PENN KIDDER LIBRARY Volunteer Policy**

The Dimmick Memorial Library Board of Directors acknowledges the need for and the value of volunteers as a resource to provide service to the patrons of the library.

A volunteer is not a replacement or substitute for paid staff, but adds a new dimension to the services of the library. A library volunteer is a person who performs any assigned duty for the Dimmick Memorial Library, who chooses to use his or her time for the benefit of the library, receives no salary, and is a registered volunteer of the library.

Every attempt will be made to place volunteers in positions which match their interests, skills, and time commitments. Job descriptions and application forms will be available for those opportunities that are supervised by library staff.

All volunteers must be at least thirteen years of age unless the volunteer is a member of a group or a part of a volunteer family.

An essential component of the volunteer program is the successful partnership of paid staff and volunteer staff. We encourage an atmosphere of mutual cooperation, respect, and understanding and acceptance of each other's roles.

The library is committed to provide volunteers:

- Clear and direct supervision
- The training necessary to perform the assignment
- Regular feedback regarding performance
- Opportunities for new assignments
- Recognition of a job well done

The staff requests that volunteers:

- Ask for clarification of assignments
- Are reliable and punctual in the schedule
- Work towards the goals of the library mission

**Definition of a Volunteer:**

A Volunteer is an individual, family, or group who perform a service, contributed their time, talents, and experience to the Dimmick Memorial Library, without compensation.

**Categories of volunteers are:**

Adults – Any volunteer over the age of 18

Student – Any volunteer between the ages of 13 and 18

Family - A family unit that volunteers to work in the library. Children under the age of 13 must be supervised by an adult at all times.

Group - A group from any organization that would like to work on a specific project that has been approved by the library director. Children under the age of 13 must be supervised by an adult at all times.

**Dimmick Memorial Library Association**  
**Confidentiality Agreement**

I understand that it is the policy of the Dimmick Memorial Library to protect the privacy of all patrons of the library.

I agree to hold all laws of the state of Pennsylvania stating that records related to the circulation of library materials shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding.

In a library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf. As a library volunteer I agree to uphold these standards.

I understand that a breach of confidentiality is grounds for dismissal from the library volunteer program.

**Applicant Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

# Dimmick Memorial Library Privacy Policy

## Your Right to Privacy

The Dimmick Memorial Library is committed to protecting your privacy by keeping personally identifiable information confidential. Our commitment to your privacy has deep roots in the law and in the ethics and practices of librarianship. The library holds true to the values of the American Library Association, affirming that, "Privacy is essential to the exercise of free speech, free thought, and free association." As such, 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."

State law protects your library records from disclosure if a member of the public or the media requests them. Library records include any written or electronic record used to identify a patron. This includes, but is not limited to, your borrowing history, name, address, telephone number, or email address. Although the library does everything we can in order to protect your privacy, there are times when we may be required by law to provide this information. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT ACT, or in a civil lawsuit. Library staff may be forbidden from reporting to you that your records have been requested or obtained under provisions of the USA PATRIOT ACT.

Please ask a staff member if you have questions about this policy and/or your rights to privacy in the library. We're here to help.

## What information do we collect?

The library strives to collect the least amount of personally identifiable information we can. We avoid creating unnecessary records. We keep your information until your account is expired and is no longer active. We do not engage in practices that might place your information on public view without consent.

You may choose to submit your personal information in order to use some library services. The personal information you give to the library is kept confidential. We will not sell, license, or disclose it to any third-party except those working under contract or as required by law.

We may collect the following personal information to access library services:

- Name
- Address
- Telephone Number
- Email address
- Date of Birth
- Library barcode number
- Items currently checked-out, requested, canceled holds, and interlibrary loans
- Overdue items (until returned)

- Fine history

The library does not keep a record of your reading history beyond operational requirements. Once you return an item it is removed from your account, except for any applicable fine history. You may choose to turn on the reading history feature in your online account to keep a log of items you checkout. Third-party vendors may keep a record of your borrowing history.

We use Google Analytics to collect data about the use of our website. We use this information to make improvements on our website and to track trends. Your personal information (name, address, etc.) is not tracked. Whenever possible, we will not track customers who have enabled the Do Not Track option in their browsers. Our website collects the following data:

- Browser type
- Anonymized internet address
- Operating system type
- Web address of the page from which you linked to our site
- Device
- Network service provider
- Interaction data

Any personal information given in email messages, chat sessions, web forms, in-person or telephone reference, or other communications is only used for the purpose for which you submitted it.

## Who has access to my information?

All library customer records are confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Anyone with written consent of the cardholder (limited access)
- Under court order or subpoena

If the library cardholder is under the age of 18, the parent or guardian listed in the library record may only be given limited information about that child's record. Proof of the parent or guardian's identity is required through photo identification. Library staff will only tell customers the number of books checked out, due dates, and fines owed.

You can gain access to another customer's record through written consent of the cardholder. Information given is limited to: the number of items checked out, due dates, and fines owed. No additional information will be given.

All library customers can view and update their personal information. This can be done online or in person. Proof of your identity through photo identification is required to update information in person. Your library card number and a PIN is required to change this information online.

## How do we protect children's privacy?

The privacy and safety of children is very important to us. Due to the ease with which children can share personal information on the internet, we encourage parents and caregivers to monitor online activities.

## Public Computers & Connected Devices

The library does not keep a record of your activities on any public computer or laptop. Any record of browsing history and activities are removed when you log out. The next customer cannot see any of your information.

All personally identifiable information is purged overnight and computers are returned to a “last-known-good” state. A semi- anonymous log is created that includes only the first name or alias, municipality, sign-in time, and device type.

## How do we handle law enforcement requests?

Only the Library Director is authorized to receive or comply with requests from law enforcement officers. We speak with our legal counsel whenever possible before determining the proper response. Library records are not made available to any agency of state, federal, or local government without a subpoena, warrant, court order or other legal document requiring us to do so. These orders must show good cause and be in proper form. We have trained all library staff and volunteers to refer any law enforcement requests to library administrators.

## Our commitment to you

Our library does not share your personally identifiable information with third parties unless required by law. Regular privacy audits are run in order to ensure that all library programs and services comply with this privacy policy. Library customers who have questions, concerns, or complaints regarding the library's handling of their privacy and confidentiality rights should contact our Library Director.

The library reserves the right to change or modify this privacy policy at any time. Changes will be posted on the library's website.

*This library has not been served with a government subpoena or national security letter under Section 215 of the USA PATRIOT ACT. If this notice is removed, customers can assume that a subpoena or national security letter has been served. 1/23/2020*