

Patron Privacy Policy

(Est. 3/25/2026)

A. Purpose

The Madison Library District (the Library) is committed to protecting the privacy and confidentiality of its patrons. The Library recognizes the need to protect a patron's right to privacy regarding the questions asked and the materials borrowed, both in analog and digital form. This policy explains the Library's information practices, what information is collected, and how that information is used and protected.

B. Gathering and Retention of information

1. The Library may gather and retain the following information:
 - a. Personal identification information required to register for a library card.
 - b. Information regarding charges owed and payments made.
 - c. Requests for interlibrary loan services.
 - d. Registration for library programs.
2. Information is retained only for as long as necessary to provide specific library services (See [Records Retention Policy](#)).
3. The personal information collected by the Library is kept until the patron's library card expires and the account is deleted.

C. Patron Information and Records

1. Individual patrons must consent to provide specific personal information in order to receive specific library services, including but not limited to, registering for a library card and requesting specific materials for purchase.
 - a. The following information is required to obtain a library card:
 - i. Legal Name
 - ii. Current primary address and phone number
 - iii. Current email address not affiliated with a business or school
 - iv. Secondary address and phone number (friend or relative not living with the applicant) used if primary contact information becomes invalid
 - v. Date of birth (for minors)
 - b. It is the responsibility of the patron to ensure their information is accurate and up-to-date.
2. Protection of Patron Contact Information
 - a. No listing of library patrons, including names, addresses, phone numbers, email addresses, or other contact information, is provided to any person or organization except as required by law.
 - b. No information will be released over the telephone without presentation of a valid library card number.
 - c. It is the responsibility of the patron to notify the Library if their library card has been lost or stolen or if they suspect someone to be using their card number without their permission.
3. Patron access to their own records (See also [Public Records Request Policy](#).)
 - a. Pursuant to [Idaho Code 74-113](#), a patron may, with certain exceptions, inspect and copy the Library's confidential records pertaining to that patron and request correction of information that is not accurate, relevant, or complete.

- b. Pursuant to [Idaho Code 74-102\(10\)](#), the Library may charge fees for actual labor and copying costs when:
 - i. The request exceeds 100 pages of paper records;
 - ii. Confidential information must be redacted;
 - iii. Actual labor exceeds two (2) person hours.

D. Confidentiality and Disclosure

- 1. Pursuant to [Idaho Code 74-108\(4\)](#), circulation and other records connecting the names of library users with specific materials are confidential. The Library does not provide this information to any person or organization except as required by law.
- 2. Law Enforcement and Legal Requests
 - a. Employees must refer all law enforcement inquiries and requests for library records or information about specific patrons to the Director or their designee.
 - b. If necessary, the Director will confer with legal counsel before determining the proper response.
 - c. Library records are not available to any agency of state, federal, or local government unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction, showing good cause and proper form, or pursuant to a public records request as set forth in Idaho law.
 - d. The Library does not sell, rent, or otherwise distribute information to outside companies or organizations unless legally required. Library records may be subject to disclosure under the [USA PATRIOT Act](#), and employees may, under certain circumstances, be prohibited from disclosing that such records have been requested.

E. Technology, Networks, and Digital Access

- 1. Public Computers

Use of public computers results in a patron's library card number being stored alongside workstation information for the duration of the session only. All browsing history is automatically deleted at the completion of each individual session.
- 2. Wireless Networks

Use of filtered public wireless networks may result in personally identifiable information, including device MAC address and device name, being stored on network appliance logs for up to twelve (12) months. The Library makes no effort to create or maintain system log databases beyond standard operational requirements.

F. Third-Party Digital Services / Partners and External Websites

- 1. The Library partners with reputable third-party digital service providers. Patrons voluntarily share their information with these partners solely to provide Library services.
 - a. To use third-party digital services, patrons must authenticate as library users.
 - b. Depending on the service, the following information may be transmitted solely for authentication and is typically collected in aggregate and/or anonymously:
 - a. Name,
 - b. Address or ZIP code,
 - c. Library card number,

- d. IP address or device identifier,
 - e. Date and time of access,
 - f. Search terms, and
 - g. Pages accessed or downloaded.
 - c. Privacy policies for third-party vendors may differ from Library policies. The Library cannot guarantee that Idaho confidentiality laws applicable to libraries apply to these services and encourages patrons to review vendor privacy policies.
- 2. The Library's website contains links to outside websites. The Library is not responsible for the privacy practices of those sites, and this policy does not apply. Patrons are encouraged to review external privacy statements.
- 3. Collections Agency
 - a. By completing the library card application, a patron (or their guardian) agrees to return all borrowed library materials in a timely manner and in good condition (See [Circulation Policy](#)).
 - b. The Library reserves the right to utilize the services of a collection agency to recover any outstanding charge of \$50 or more for replacement of library materials. Failure to return materials is not generally subject to discharge by bankruptcy ([Idaho Code title 33-2620](#)).
 - c. Information provided to this third-party service includes the following:
 - i. Patron name.
 - ii. Address.
 - iii. Phone number.
 - iv. Email address.
 - v. Amount owed.

G. Patron Communications

1. Patrons must select and opt in to a preferred method of communication in order to receive automated notifications for library services. Available communication options include:
 - a. Automated phone messages.
 - b. Automated email messages.
 - c. Automated text messages.
2. Phone Messaging System
 - a. Patrons who opt in will receive notifications regarding account activity.
 - b. Notification about library programs or specific services are not available via the automated phone messaging system.
3. Text Messaging Terms and Conditions
 - a. Patrons who opt in may receive text notifications regarding account activity, library services, event notifications, and the like. Message frequency may vary depending on the patron's preferences. Message and data rates may apply.
 - b. Personal information and mobile numbers collected through opt-in will not be shared, sold, or rented with third parties for marketing purposes.
 - c. Patrons may opt out by following the opt out instructions. (Text STOP to cancel, log into your account to update preferences, or speak with a staff member.)
4. Email Messaging System
 - a. Patrons who opt in may receive email notifications regarding account activity, library services, event notifications, and the like. Message frequency may vary depending on the patron's preferences.

- b. Patrons may elect to receive additional email communications from the Library by subscribing to library newsletters. Patrons may unsubscribe from these newsletters at any time.
5. Patrons may change their preferred method of communication at any time by contacting the Library, but must have at least one valid communication method chosen.
6. Patrons are responsible for all items checked out on their account and any charges incurred regardless of communication method chose.

H. Financial Transactions

When payments are made by debit/credit card, the Library does not retain card numbers. Transaction data is retained only as long as necessary for proper accounting.

I. Commitment to Children's Privacy

Protecting the privacy of children is especially important. The Library minimizes the collection and exposure of children's personal information wherever possible. Disclosure of a child's personal information follows Idaho law.

J. Surveillance and Security

1. The Library is a public building, and as such, there is no reasonable expectation of privacy regarding a patron's physical presence in the common areas of the building.
2. The Library has security cameras located inside and outside of the building for safety, security, and facility purposes. The security cameras are limited to common areas where patrons and staff do not have a reasonable expectation of privacy. The presence of security cameras does not mean they will be actively monitored or functioning properly at all times.
3. Authorized staff designated by the Director may access the security cameras for safety, security, and facility purposes, and video footage may be disclosed as part of an investigation, litigation, or as otherwise required by law.
4. The Library may voluntarily disclose surveillance camera footage to law enforcement if the footage does not reveal a patron's use of specific library materials or resources. Disclosure decisions are made by the Library Director in consultation with legal counsel when necessary.
5. When a court order is required, the Library may identify and preserve relevant records until such an order is served.

K. Public Records and Transparency

1. Public Records
[See Public Records Request Policy.](#)
2. Requests for Reconsideration of Materials
 - a. All procedures for Requests for Reconsideration of Materials or Written Notices comply with the Idaho Public Records Act. (See [Collection Development Policy](#))The Library maintains a publicly accessible case file, which may include:
 - i. The Request for Reconsideration;
 - ii. Written Notice;
 - iii. Library Director's response and proposed Board decision;
 - iv. Public comments received within sixty (60) days;
 - v. Board meeting minutes;
 - vi. Interim or final Board decisions.
 - b. Personal information will be reviewed and redacted as required by Idaho law prior to public posting.

L. Illegal Activity

1. Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the Library from exercising its right to enforce its [Patron Code of Conduct](#), protect its facilities, network, and equipment from harm, or prevent the use of Library facilities and equipment for illegal purposes.
2. The Library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library policy is suspected.
3. Staff is authorized to take immediate action to protect the security of library 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.