

Privacy Policy

At Whelden, we are committed to safeguarding the privacy and confidentiality of all users and patrons. This Privacy Policy outlines how we collect, use, and protect your personal information. By using our services, you consent to the practices described in this policy.

In addition to the CLAMS Network policies, Whelden Memorial Library (WML) further adheres to the ALA code of Ethics and establishes the following policy concerning patron privacy, user records, and information.

Confidentiality

Confidentiality extends to all records with identifying information about patrons, including but not limited to:

- borrowing records and account information
- requests for information and materials
- loan transactions
- use of library computers
- all electronic and print resources accessed
- all items printed
- program attendance and registration information

Email/web-based reference inquiries, account assistance, and newsletter subscriptions are considered part of the borrower account.

The Library does not sell, lease, or otherwise distribute or disclose patron name, email address, postal address, telephone number, or other personal information to outside parties.

Disclosure

Circulation, registration information, and information retrieval records may not be disclosed outside of library staff except to:

- the cardholder (with card or other proper ID)
- parents or legal guardians of children under age 13
- parents or legal guardians of minors (ages 13-17) for resolving financial obligations
- staff of CLAMS member libraries or other affiliated libraries for administrative and interlibrary loan purposes
- individuals authorized by the cardholder with a signed permission note
- patrons in violation of library policy whose information may be shared with the Library Board, law enforcement, or volunteers for safety or practical purposes such as instituting bans or addressing repeat offenses/behavior
- representatives of local, state, or federal governments, subject to a valid subpoena or search warrant. The Board of Trustees will consult with legal counsel to ensure proper form and validity.

Online suggestions and other general emails to the Library that do not apply to borrowing or intellectual pursuits may be considered public records as per Massachusetts General Law, Chapter 66, Section 10.

Programming and Newsletter

The Library maintains regular digital mailings. User registration information for library programs is added to our internal mailing list. Opt-out is available, and express permission is required for re-addition.

Unless pre-arranged and disclosed to patrons prior to sign up, program registrations will be taken by the Library and will not be shared with vendors or any third-party organizations.

Apart from previously agreed upon registration limits, the library does not share registration numbers outside of library staff prior to the event.

Website and WIFI

Website data is separate from individual library account data. When patrons visit the WML website, the Library collects and stores information to measure the number of visitors to different areas of the site to assist in making the site more useful.

External websites linked on the WML website are not within our privacy control, this includes online services used by WML for payment for products or to receive donations. Please consult the privacy policies of those websites should there be questions regarding their use.

WML also offers a wireless network that allows patrons to connect to the Internet. Please be aware that data accessed and sent over the WML's wireless network is not encrypted.

Approved: Whelden Board of Trustees, 10/19/23