

Upland Public Library Privacy Policy

Introduction

The Upland Public Library is committed to protecting the privacy and confidentiality of all users. This policy outlines how we collect, use, protect, and share personal information to ensure that Upland Public Library patrons can access our services without concern for their privacy.

This policy is guided by the principles of intellectual freedom, the ethics of librarianship, and applicable local, state, and federal laws. We uphold every patron's right to use The Upland Public Library without fear that their personal information or Library usage data will be disclosed without consent, except as required by law.

By using the Library's website, attending an event or program, accessing Library resources, or using Library technology and applications, patrons agree to this policy.

Information Collection

The Upland Public Library collects only the personal information necessary to provide and improve Library services. The types of data we may collect include:

- Library Account Information – Name, address, phone number, email address, date of birth, and Library card number.
- Library Transactions – Items checked out, holds, interlibrary loan requests, overdue items, and fines.
- Computer & Internet Use – Library card number or guest pass used to access public computers and Wi-Fi logs (IP addresses are collected but are not linked to individuals).
- Program & Event Registration – Name and contact information when registering for programs, events, and meeting rooms.
- Communications with the Library – Records of inquiries or requests submitted via email, phone, or in person.

- Website & Digital Services – Cookies and usage data may be collected to enhance website functionality and digital services but do not contain personally identifiable information.

Use of Cookies and Digital Privacy

The Upland Public Library's website and digital platforms may use cookies to improve functionality and user experience. Cookies help:

- Authenticate users for access to digital resources.
- Customize website experiences based on user preferences.
- Collect anonymous statistical data on website usage.

Users may disable cookies in their browser settings, though this may limit access to certain Library services.

How the Library Uses Your Data

Personal data is used solely for library-related functions, including:

- Managing user accounts, borrowing activity, and communication about library services.
- Improving library programs, services, and website functionality.
- Complying with legal and financial obligations (e.g., overdue fines, lost items).
- Notifying patrons of upcoming programs, service changes, or account-related updates.

The Upland Public Library does not use patron data for commercial purposes or targeted advertising.

Data Sharing & Disclosure

The Upland Public Library does not sell, rent, or distribute personally identifiable information to third parties for marketing purposes. Personal information is only shared under the following circumstances:

- With Authorized Library Vendors – Some third-party services, such as e-book providers and databases, require authentication. While only minimal necessary information is shared to grant access, patrons who use third-party services are subject to the privacy policies of those vendors, which may not reflect the policy of The Upland Public Library.
- By Legal Requirement – If compelled by subpoena, warrant, court order, or other legally binding request, the Library may be required to disclose personal information. We will consult legal counsel before compliance and, where legally allowed, will notify affected patrons.
- To Protect Library Property & Safety – In cases of suspected fraud, threats, or illegal activities, the Library may cooperate with law enforcement while ensuring compliance with applicable privacy laws.

Data Security Measures

The Library takes reasonable steps to ensure data security, including:

- Encrypting and protecting personal information stored in digital systems.
- Limiting access to patron data to authorized staff members only.
- Regularly purging or anonymizing old records that are no longer needed.
- Implementing strong password protections and secure access controls.

Despite these efforts, The Upland Public Library cannot guarantee absolute security. Users should take precautions when using public computers or unsecured networks. Cardholders should inform the Library immediately if their Library card is lost or stolen, or they believe their card or card number is being used without permission.

Third Party Vendors

The Upland Public Library uses third-party providers and technology to deliver services and content such as databases, streaming media collections, eBooks and eAudiobooks, and communication about library programs, services and patron accounts. The Library makes a reasonable effort to ensure that vendors conform to The Upland Public Library Privacy Policy and will share information only as necessary to provide service on behalf of the Library. However, patrons should be aware that they

may be providing personal information directly to a third party and that the use of their information is governed by the policies and terms of service of the vendor.

Third party vendors may collect and disclose patron information, including:

- Personally identifiable information that is provided when registering for the site or service, providing feedback or suggestions, or creating shared content
- Other information that could be used to identify patrons, such as IP address, search history, location-based data and device ID
- Non-personally identifiable information, including ad and page views, browser information, cookie data, analytics, date/time of request, demographic data, and hardware/software type
- Other information as described in the vendor's privacy policy and terms of service

By using these services, patrons acknowledge that The Upland Public Library is not responsible for how third parties collect and use their personal information.

Patrons may always choose not to use third-party vendors or services if they do not accept their policies or terms of service.

Privacy & Minors

The Upland Public Library respects the privacy of all users, regardless of age. Parents or legal guardians may access a minor's borrowing records only if they provide the minor's Library card or account credentials, as required by state laws. The Library does not knowingly collect or share information about minors without consent.

Retention of Records

The Upland Public Library retains records only for as long as needed for operational purposes. Borrowing history is not stored unless a patron opts in to tracking their reading history. Other personal information, such as account details and fines, is retained only as necessary for account management and legal compliance.

User Rights: Access, Correction, and Deletion of Personal Data

The Upland Public Library patrons have the right to access their personal information and request updates, corrections and deletions, subject to legal and financial record-keeping requirements. Patrons can do this by:

- Logging into their account online.
- Calling the library at 909-931-4200.
- Emailing the Library at reference@uplandlibrary.org.
- Visiting the Library and speaking to staff.

Law Enforcement & Government Requests

Library records are confidential. The Upland Public Library will not disclose information about a patron's use of Library resources unless:

- Required by a valid legal order from a court with proper jurisdiction.
- There is a substantiated emergency involving immediate threats to life or safety.

All law enforcement inquiries must be directed to the Upland Public Library Director.

Changes to This Privacy Policy

This policy may be updated periodically. Any significant changes will be posted on the Library's website, and patrons will be notified where appropriate.

Contact Information

For questions or concerns about this Privacy Policy, contact:

The Upland Public Library
450 North Euclid Ave., Upland CA 91786
Phone: 909-931-4200
Email: reference@uplandlibrary.org
Website: <https://www.uplandca.gov/library>