## Privacy Policy Statement

Fremont Public Library is committed to protecting the privacy of our staff, donors, customers, and other contacts. The Library does not collect any personally identifiable information about any visitors to our website or users of the app. When you register for a program or sign in to your Library account, that information is stored by the secure software we use to provide those services. Any statistics from this software do not contain personally identifiable information.

This confidentiality extends to information sought or received, and materials consulted, borrowed, acquired, and includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of Library materials, facilities, or services.

Library account information is secured in the Library's Online Catalog, which requires patrons to enter their unique username or library card number and password each time they want to access their account information.

The Library abides by the federal Privacy Act of 1974, the Freedom of Information Act (FOIA) and the Library Records Confidentiality Act (75 ILCS 70).

## Third-Party Privacy Policies

Fremont Public Library is not responsible for the privacy practices of other sites, organizations, or companies, which may be different from the privacy practices described in the Library's Privacy Policy. We encourage you to become familiar with privacy practices of other sites you visit, including those of databases to which the Library subscribes or sites that the Library links to or from its website or app.

## Use of Artificial Intelligence (AI) Tools

Fremont Public Library may use Artificial Intelligence (AI)–enabled tools to support Library operations, improve customer service, or enhance digital services. The Library remains committed to protecting the privacy and confidentiality of all personal information when using AI technologies.

The Library does not provide personally identifiable information to external AI systems. Any AI tools used by the Library are evaluated to ensure they comply with applicable privacy laws, the Library Records Confidentiality Act (75 ILCS 70), and the Library's privacy and data-security standards.

Patrons should be aware that third-party platforms—such as apps, databases, or online services that may include AI-generated features—maintain their own privacy policies. The Library encourages patrons to review the privacy practices of any third-party service they choose to use.

## E-Mails and Web Forms

Personally identifying information that you provide via e-mails or web forms will be used only for such purposes as to send information or provide Library services to you, to update your account information, or to respond to your questions or comments.

If you provide contact information, the Library may contact you to clarify your comment or question, or to learn about your level of customer satisfaction with Library services.

Email notifications of overdue materials are sent to patrons who have signed up for emails and/or text alerts in the Library's catalog. To unsubscribe to notifications about account information, the patron must change their Account settings in the Library's online catalog.

Emails about important Library alerts and weekly eNews may also go to these same email addresses. Patrons are able to unsubscribe to these emails at the bottom of every email that is sent. Patrons who wish to receive recommendations of books may voluntarily subscribe via the Library's website, and unsubscribing is available at any time.

Any credit card information you provide for fines and fees or services is secured by the banking service collecting the information and used only for that intended purpose. The Library does not store credit card information on its servers.

When registering for virtual programs through online broadcast sites such as Zoom, a valid email address is required. These addresses are not used by the Library in any way, but may be stored through third-party applications. Please refer to those sites' privacy policies for more information.

Emails provided for regular program information are used by the event software to send reminders and are visible to the Library staff for alerts or cancellation purposes. These emails may also be added to the Library's list of emails for sharing of Library information. They are never sold or shared to a third party.

Any emails provided to Library databases are stored by the database and may or may not be accessible by Library staff. Please refer to the databases' privacy policy for more information.

## Stored Information

### Library Account

The Library stores the paper applications of Library Card registrations in a secured location and until disposal is authorized according to the Library's Document Disposal Policy. The electronic information that is stored for a users' account may be kept for up to one year past the account's expiration date or longer if the account has bills assigned.

A user's personal information, which may include address, telephone number, email address, and the specific titles long overdue on an account, may be shared with a collection agency in order to facilitate return of the Library's materials.

**Website**

The Library uses stored online information to help the Library make its site and app more useful to visitors and to learn about the number of visitors to our site and the types of technology our visitors use. The data that is collected is not connected to your personal information or identity. Standard analytics that are collected may show how users accessed the Library's website, including:

- The referring website (whether from another site, from a general search or direct input)
- Internet Protocol (IP) address (an IP address is a number that is automatically assigned to a computer whenever it is surfing the Web; it displays general location)
- The date and time of access to the Library's site
- Which pages were visited and for how long
- Whether the person was using a mobile or desktop browser

**Library App**

When the Library's app is downloaded, a hired third party collects the analytical data and passes along to the Library the number of users who have downloaded the app and whether it is the Android or Apple version of the app. Any information that is put into the app, such as Library Card number, is used solely for the convenience of the patron and is not stored or shared in any way by the Library outside of the Library's secured catalog system.

## Confidentiality of Library Records

Patrons who ask for information on their own account may receive this information as long as they are able to satisfactorily confirm their identity with their Library card and/or photo ID. Information about specific materials or information will not be shared over the phone from the automated calling system, nor will the Library share said information over the phone without verifying the identity of the caller.