

Public Services Privacy Policy

Compliance with Laws

Henderson Libraries ("Library") adheres to NRS 239.013¹ (Statute on Confidentiality of Library Records).

Personal Information We Collect

- First and last name
- Library account number
- Mailing address
- Email Address
- Phone Number
- Birth date
- Password to your Library account
- Connection between child and the parent responsible for Library account
- Schools attended by children
- Charges and payments made on your Library account along with the related Library materials
- Reading history, if chosen by the patron, and for homebound delivery patrons
- Materials currently checked out and currently overdue materials

How Personal Information is Generally Used

Henderson Libraries currently uses patron personal information for Library operations such as checking out physical materials, providing access to digital content, registration for Library programs and activities, notification about filled requests, reserving and allotting computer time, tracking statistics, promotion of Library services, retrieving physical Library materials that have not been returned, and collecting payments. Personal information may also be given voluntarily by patrons on comment cards, surveys, liability waivers, releases, permission for use of intellectual property, or other internal uses.

The Library generally does not give, sell, rent, or lend personal information to any outside individual or agency, except for confidential services contracted by the Library for materials recovery and debt collection. The Library will post any changes to this general policy on its website and at its primary location.

During Library card registration, renewal, or when a patron does not have the Library card in hand, Library staff may check a picture ID to verify identity in order to ensure the appropriate use of the Library account.

Limits on Information Collected by the Library

The Library does not collect the following information:

- Social security numbers
- Driver's license numbers

¹ NRS 239.013 Confidentiality of records of library which identify user with property used. Any records of a public library or other library which contain the identity of a user and the books, documents, films, recordings, or other property of the library which were used are confidential and not public books or records within the meaning of NRS 239.010. Such records may be disclosed only in response to an order issued by a court upon a finding that the disclosure of such records is necessary to protect the public safety or to prosecute a crime.

- Credit or debit card numbers. Any credit or debit card information that you provide for fines, fees or services is secure and used only for that intended purpose. This information is not kept by the Library once payment is processed.
- Records of library usage that has incurred no charges, except for reading history requested by the patron, and for homebound delivery patrons
- Records of computer and internet usage
- Records of attendance at library activities

Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place reasonable physical, electronic, and managerial procedures to safeguard and secure the information we collect and store. By using the services of the Library, you acknowledge, agree and understand that no security system is perfect, and that security and data breaches can occur despite the Library's reasonable efforts to protect such information.

Database Maintenance

Inactive patron records are purged annually from the patron database when there has been no library activity for a period of three years or more. Patron records will generally not be deleted except as part of the regularly scheduled purge.

Third-Party Vendor Services for the Public

Henderson Libraries enters into agreements with third parties to provide the public with online services, digital collections, streaming media content and to maintain our website. When using some of these services, you may also connect with social networks and other users of these services.

Third-party services may gather and disclose your information. For more information on these services and the specific types of data that may be gathered and disclosed by each service please refer to the Terms of Use and Privacy Policies for the services you use. You may choose to not use these third-party services if you do not accept their Terms of Use and Privacy Policies. The Library has no control over such third-party vendors and any data breach or other issue regarding your information that has been either collected by a third-party vendor or stored by a third-party vendor is strictly between you and such third-party vendor. The Library, its employees, agents, and board members shall bear no responsibility or liability to you (or your family members) for any actions or inactions of any third-party vendor.

External Websites and Services

This policy does not apply to external applications or websites that you may access from the library's public computers, devices, or equipment. Also, Henderson Libraries' website contains links to other sites. Henderson Libraries is not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. We encourage you to become familiar with privacy practices of other sites you visit, including linked sites. The Library bears no responsibility or liability to you (or your family members) for any actions or inactions of any site or service you access from the Library or through any use of the Library's equipment or services to access the information, products or services of any other person or entity.

Published Material

Henderson Libraries does not generally review or censor content published, and made publicly available, in third-party publications, including personal identifying information. As an information provider,

Henderson Libraries does not seek to revise or limit access to published information, including personal information, that is available to the public in a variety of ways (e.g. newspaper and magazine articles, public information websites, archival materials, etc.). Henderson Libraries is not responsible for the content of published material and, as with all material collected, takes a neutral position in respect to the content. It is currently the policy of Henderson Libraries that we will not remove or block any content or individual articles from our physical or online collections so long as we have a license to continue to make such articles available.

Patron Responsibility

It is your responsibility to notify the Library immediately if your card is lost or stolen or if you believe someone is using your library account without your permission.

You are responsible for keeping your contact information accurate and up to date.

You may choose to disclose your Library account information to others, such as family members or friends who are assisting you, but please remember that you alone are responsible for all account activity and materials checked out to your account. We strongly recommend that you do not allow others to know your password or have possession of your library card or materials checked out to you.

Parents, guardians, or caretakers of a child under age 18 who wish to obtain access to a child’s library records, including the number or titles of materials checked out or overdue, must provide the child’s library account number or other verifying information.

Illegal Activity Not Protected & Inappropriate Activity Not Protected

Nothing in this policy prevents the library from exercising its right to enforce rules of behavior, protect its facilities, network, and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes or for the purposes of harassing others. The Library may 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. 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.

Revisions

The Library reserves the right to change or modify this privacy statement at any time. Library users who have questions, concerns, or complaints about handling of their privacy and confidentiality rights should file written comments with the Library Executive Director. We will respond in a timely manner and may conduct a review of our policy and procedures.

Approved by HDPL Board of Trustees

David Ortlipp, Board Chair

Date

Upon signature of this policy statement by the Chair of the Board of Trustees, this document becomes effective and is moved from Draft status to official HDPL policy. This document is to be filed at the HDPL Administrative Office at 280 S. Green Valley Pkwy., Henderson, NV 89012.

Approved February 16, 2017
Revised and approved June 15, 2023