

# PLYMOUTH PUBLIC LIBRARY

## PRIVACY POLICY

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During the normal course of business, the Plymouth Public Library may collect data from patrons. This policy outlines the responsibilities of the Library and the patron in maintaining data privacy. Patrons have the right to request access to this policy at any time.

### Confidentiality of Library Records

The Board of Trustees of the Plymouth Public Library acknowledges that patron records are confidential. Such records will not be made available to any agency of federal, state, or local government except pursuant to such process, order or subpoena as may be authorized by law. The issuance and enforcement of any such process, order or subpoena must be through a proper showing of good cause made in a court of appropriate jurisdiction, or by a direct written request made from the chief commanding officer of a law enforcement agency.

The Library reserves the right to cooperate with law enforcement to provide personally identifiable information when requested.

### Patron Accounts

In order to create a patron account, we ask for and record the following information in an electronic database: full name, address, phone number, birth date, PIN and email address. For the accounts of minors, parent name and parent address will be recorded.

A PIN (Personal Identification Number) is required to access online account services. A PIN may be changed by library staff, however, it is not visible to staff in the electronic record. It is the responsibility of the patron to maintain the security of the PIN.

Patrons may opt out of the Library maintaining a history of borrowed materials. The patron must communicate this to the Library. Records of borrowed materials will only be disclosed to the account holder. Patrons are encouraged to access their library account online for a history of borrowed materials.

### Library Notifications

The library collects only the minimum personal information necessary to provide effective services for its users. Library account data is never sold to any third-party vendors. It is shared with select vendors specifically vetted by the library for the purpose of providing library notifications, which is optional. This may include mail, e-mail, text (SMS), phone or other methods of communication. The library also collects data for statistical purposes containing no personally identifiable information. Personal information and mobile numbers collected through opt-in will not be shared, sold or rented with third parties for marketing purposes.

The library offers a number of options for notifications and/or communications. Phone numbers may be used to notify via phone calls or SMS/text messages, if applicable.

### **PPL – Privacy Policy**

Approved by the Library Board of Trustees 8/25/25  
Amended 12/15/25

Another option is via email. To receive these notices, you may opt-in by selecting your preferred notification method when opening an account or notifying staff any time after that. You may also opt-out at any time from notifications by following the directions in the messages for unsubscribing or by contacting our staff during business hours. You will need to provide account information, which may include e-mail or phone number. After opting out, you may receive a final confirmation message. Please allow a reasonable amount of time for your opt-out request to be processed. If you choose to re-subscribe, you can do so by following the opt-in process again.

### Messaging Terms and Conditions

1. Plymouth Public Library occasionally contacts registered patrons via SMS or Text Messaging. Personal information will not be shared with third parties for marketing purposes.
2. The types of messages the library may send includes but is not limited to customer care/account notifications, such as overdue notices, holds notices, etc.
3. Message frequency may vary.
4. Message and data rates may apply.
5. To opt-out, text STOP to cancel, log in to your account to change notice preference, or speak with a staff member.
6. Failure to receive a library account notice does not waive patron responsibility for the timely return of library materials.
7. For questions or assistance, please contact [info@myplymouthlibrary.org](mailto:info@myplymouthlibrary.org) or (574) 936-2324.

### Reference Consultations

No records are kept in any personally identifiable information, services used, or information requests made in the course of conversations with library staff. A count of a staff interaction may be recorded for statistical purposes. Personal information and the content of the interaction are not recorded.

### Computer and Internet Use

Patrons may access Library computers with a guest pass. The Library does not save a history of web-browsing or file access. The use of a computer is recorded for statistical purposes; however, the Library does not match a patron ID with the computer use log.

It is the patron's responsibility to log out of any personal accounts that are accessed on library computers. The patron is also responsible for the security of any information transmitted or provided to outside parties while using the library computers.

Patrons may access the public wireless connection provided by the library. This connection does not require sign-in and is not secure. Patrons are responsible for the safety and privacy of their data and devices while using the wireless connection. The Library will record wireless access activity for statistical purposes. No patron data or activity is stored or monitored.

### Meeting Room Use

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Patrons will be asked to provide personal information to reserve a meeting room. This may include name, phone, and email address. This information will be available to staff on meeting room reservation forms and in online calendar bookings. Patron names and personal information will not be used in public facing calendars. Room reservation forms will be destroyed in a timely manner. Library staff will not disclose information about room bookings to any other party.

Use of the meeting rooms should not be construed to be a guarantee of privacy. All meeting rooms are open to the public, may not be able to be locked during meetings, and are not sound proofed. Activities that must remain strictly confidential or private should not be conducted in library meeting rooms.

#### Library Website

The Library maintains a website for the purpose of providing information to patrons. Library website access and activity is recorded for statistical purposes only. No patron data is stored or recorded.

The library website contains links to external websites and databases. The Library is not responsible for the privacy practices, security, or content of these external sites. The inclusion of these links is not intended to endorse any views expressed, activities, or products of these websites. If a patron discloses personal information through an external link they should be aware of the risks.

#### Third Party Vendors

The Library enters into agreements with third party vendors to provide online services, digital collections and more. Because third party vendors have their own privacy policies and confidentiality practices, patrons' interaction with their systems will be governed by their privacy policies. Patrons accessing third party sites are strongly encouraged to learn about the privacy policies of the websites they visit.