Custer County Library Privacy Policy

PURPOSE

This policy outlines how Custer County Library (CCL) collects, uses, protects, and shares personal information in compliance with South Dakota Codified Law *(SDCL 14-2-51)* and applicable federal and state laws.

INFORMATION COLLECTED

CCL collects only the personal information necessary to provide library services. This may include:

– Name
– Address
– Phone number
– Email address
– Date of birth
– Library card number

This information is collected during account registration, program sign-ups, or service requests.

USE OF INFORMATION

Personal information is used to:

– Maintain and manage library accounts
– Provide access to materials and services
– Send notices or updates about library card activity
– Share information about library programs or services (with patron consent)

Personal, confidential, or otherwise non-public patron information will not be entered into artificial intelligence (AI) systems unless the system has been specifically approved by the library for that use following appropriate privacy and security review.

CONFIDENTIALITY AND DISCLOSURE

All records containing personally identifiable information are considered confidential. CCL does not share, sell, or rent patron information. Records are not released except:

– With a valid court order or subpoena
– At the request of a parent or guardian of a child under 18
– As required by federal law

CHECKOUT HISTORY

By default, the library's circulation system retains a history of items checked out on a patron's account. This feature is intended to help users keep track of past borrowing. Patrons may request to discontinue this feature or have their history cleared at any time. Access to checkout history is limited to authorized staff and volunteers whose assigned duties require access. Checkout history is handled with the same level of confidentiality as other account information.

DIGITAL SERVICES AND THIRD PARTIES

CCL works with third-party vendors to provide digital services such as the online catalog, circulation system, messaging, and downloadable content. These services may require limited patron information to function. The library considers privacy and security practices when selecting or evaluating services and seeks to limit the disclosure of patron information to what is necessary to provide the service.

RECORDS MANAGEMENT

The library avoids creating unnecessary records and disposes of outdated data in accordance with its Records Retention Schedule.

USER RIGHTS

Patrons may opt-out of receiving messages from the library at any time. If patrons wish to stop receiving text messages from the library, reply STOP, QUIT, CANCEL, OPT-OUT, or UNSUBSCRIBE to any text message sent from the library. Alternatively, patrons may also contact the library directly to update your account information or request changes to your notification settings, including text messages and emails.

SECURITY

Access to personal information is restricted to staff and authorized volunteers who require it to perform library duties. CCL takes reasonable steps to protect user data through secure systems and practices.