

**CODE:** 3581  
**SECTION:** Library Materials  
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## **WEBSITE PATRON PRIVACY**

### **General**

This Privacy Policy governs the manner in which Danville Public Library collects, uses, maintains and discloses information collected from users (each, a “User”) of the website danvillepubliclibrary.org (“Site”). This privacy policy applies to the Site and all products and services offered by the Danville Public Library.

### **Personal Identification Information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, subscribe to the newsletter, fill out a form, and in connection with other activities, services, features or resources we make available on our Site.

Users may be asked for, as appropriate, name, email address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

### **Non-personal Identification Information**

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilized and other similar information.

### **Web Browser Cookies**

Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

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### **How We Use Collected Information**

Danville Public Library may collect and use Users personal information for the following purposes:

– To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

– To improve our Site

We may use feedback you provide to improve our products and services.

– To send periodic emails

We may use the email address to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

### **How We Protect Your Information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

### **Sharing Your Personal Information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

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### **Changes to This Privacy Policy**

Danville Public Library has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

### **Your Acceptance of These Terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

### **Contact Us**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Danville Public Library  
319 N. Vermilion St.  
Danville, IL 61832  
217-477-5220

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## **SOCIAL MEDIA**

### Purpose of Library's Social Media Site

The Danville Public Library selects carefully chosen social media tools in order to enhance communication with Danville Public Library employees and Library users. The primary purpose is to inform the general public about Library programs, events, materials, and to encourage dialogue and the exchange of information and knowledge. The Library's social media sites may also be used to notify the general public of Library employment opportunities.

The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing Library programs, events and materials. Courts have recognized that libraries are limited purpose public forums, and as such, are only obligated to permit the public to exercise rights that are consistent with the nature of the Library and consistent with the government's intent in designating the Library as a limited purpose public forum. All postings related to this mission statement (as so determined by the Library in its sole discretion) are permitted except as otherwise stated in this policy. Danville Public Library recognizes that new tools will emerge which have useful applications in the Library setting; thus this policy addresses social media in general.

### Agreement

By joining, utilizing and/or posting on the Library's social media sites patrons agree to comply with this Policy as well as the Danville Public Library's Policy on Internet and Computer Use, as applicable.

### Definitions

"Library" shall mean the Danville Public Library and its Board of Trustees and/or the Danville Library Foundation and its Board of Directors.

- "Employees" shall mean both paid employees and unpaid volunteers.
- "Posting" shall mean any writing, image, video, download, audio file, and hyperlinks to other websites [or media which is downloaded, referenced, inserted, or] placed upon any Library social media site.

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- “Social media site” shall include any online forum/site, web application or account created and/or maintained by the Library or its agents, which permits users to communicate with other users through postings, including without limitation, Facebook, Twitter, blogs, chat rooms, wiki, YouTube, Flickr, and LinkedIn.

### Disclaimer

The Library is not responsible or liable for the content of postings by third parties on any Library-sponsored social media site. Postings do not necessarily reflect the opinions of positions of the Danville Public Library, Danville Library Foundation, its employees, or its Board of Trustees.

### No Privacy

Patrons should have no expectation of privacy in posting on Library sponsored social media sites. By utilizing these sites patrons consent to the Library’s right to access, monitor and read any posting on these sites. The Library’s social media sites may be considered public records under Illinois Public Records laws. If requested, via a Freedom of Information Act request and/or court order, the Library must disclose public records to third party requestors unless certain exemptions apply. The Library in its sole discretion shall determine whether postings on its social media sites are public records and whether exemptions from disclosure apply.

### Postings

Library social media offerings are intended to create a welcoming and inviting online space where Library users will find useful and entertaining information about educational opportunities, Library programs, events and materials. Accordingly, any postings inconsistent with this stated purpose, as determined by the Library in its sole discretion, may be removed in accordance with the process set forth in this policy. Examples of postings not permitted include, but are not limited to:

1. Personal advertisements;
2. Spam;
3. Postings which contain obscene and/or pornographic matter;
4. Disparaging, harassing, abusive, or profane postings;

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1. Postings that are hateful, threatening, or that contain graphic or gratuitous violence;
2. Potentially libelous or defamatory postings;
3. Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners;
4. Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property and copyright laws;
5. Posting which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed, or ancestry;
6. Postings which are sexually harassing, including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions or jokes.

#### Violations of this policy

Postings which the Library in its sole discretion deems unpermitted under this policy may be removed in whole or in part by the Library or its agents immediately upon discovery by the Library (or its agent) without prior notice. The Library reserves the right to terminate accounts and ban or block users who have posted in violation of this policy on *one or* more than one occasion. The library reserves the right to close comments at a pre-determined time and not respond to the commentary received. Danville Public Library reserves the right to lawfully monitor employees' use of Library social media, including, but not limited to, statements/comments posted on the internet, in blogs, and in other types of openly accessible forums.

#### Reporting Violations

Users may report violations of the Library's Social Media Policy by contacting the Library Director at Danville Public Library, 319 N. Vermilion St., Danville, IL 61832 or the Director's email as found on the Library's website, <https://danvillepubliclibrary.org>.

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