

## Osceola Library System Privacy Policy

### Introduction

The Osceola Library System is committed to protecting the privacy and confidentiality of all patrons. This policy outlines how we collect, use, protect, and share personal information to ensure that Osceola Library System patrons can access our services without concern for their privacy.

This policy is guided by the principles of intellectual freedom, the ethics of librarianship, and applicable local, state, and federal laws. We uphold every patron's right to use the Osceola Library System without concern that their personal information or library usage data will be disclosed without consent, except as required by law.

**By using the Library's website, attending an event or program, accessing Library resources, or using Library technology and applications, patrons agree to this policy.**

### Information Collection

The Osceola Library System collects only the personal information necessary to provide and improve Library services. The types of data we may collect include:

- Library account information – Name, address, phone number, email address, date of birth, and library card number.
- Library transactions – Items checked out, holds, interlibrary loan requests, overdue items, lost items, and fees.
- Computer and Internet use – Library card number or guest pass used to access public computers and Wi-Fi logs (IP addresses are collected but are not linked to individuals).
- Program and room registration – Name and contact information when registering for programs, study rooms, special spaces, and meeting rooms.
- Communications with the Library – Records of inquiries or requests submitted via email, phone, chat, online calendar, or in person.
- Website and digital services – Cookies and usage data may be collected to enhance website functionality and digital services, but do not contain personally identifiable information.

## **Use of Cookies and Digital Privacy**

The Osceola Library System's website and digital platforms may use cookies to improve functionality and user experience. Cookies help:

- Authenticate patrons for access to digital resources.
- Customize website experiences based on patron preferences.
- Collect anonymous statistical data on website usage.

Patrons may disable cookies in their browser settings, though this may limit access to certain Library services.

## **How the Library Uses Your Data**

Personal data is used solely for Library-related functions, including:

- Managing patron accounts, borrowing activity, and communication about Library services.
- Improving Library programs, services, collection, and website functionality.
- Complying with legal and financial obligations (e.g., damaged items, lost items).
- Notifying patrons of upcoming programs, service changes, or account-related updates.

The Osceola Library System does not use patron data for commercial purposes or targeted advertising.

## **Data Sharing & Disclosure**

The Osceola Library System does not sell, rent, or distribute personally identifiable information to third parties for marketing purposes. Personal information is only shared under the following circumstances:

- With authorized Library vendors – Some third-party services, such as eBook providers and databases, require authentication. While only minimal necessary information is shared to grant access, patrons who use third-party services are subject to the privacy policies of those vendors, which may not reflect the policy of the Osceola Library System.
- By legal requirement – If compelled by subpoena, warrant, court order, or other legally binding request, the Library may be required to disclose personal

information. We will consult legal counsel before compliance and, where legally allowed, will notify affected patrons.

- To protect Library property & safety – In cases of suspected fraud, threats, or illegal activities, the Library may cooperate with law enforcement while ensuring compliance with applicable privacy laws.
- By public records request – the Osceola Library System is a county government agency and operates under Florida’s Government-in-the-Sunshine Law, including the Public Records Law. This law provides that any records made or received by any public agency during official business are available for inspection, except specifically exempted by the Florida Legislature.

## **Data Security Measures**

The Library takes reasonable steps to ensure data security, including:

- Encrypting and protecting personal information stored in digital systems.
- Limiting access to patron data to authorized staff members only.
- Regularly purging or anonymizing old records that are no longer needed.
- Implementing strong password protections and secure access controls.

Despite these efforts, the Osceola Library System cannot guarantee absolute security. Patrons should take precautions when using public computers or unsecured networks. Cardholders should inform the Library immediately if their library card is lost or stolen, or if they believe their card or card number is being used without permission.

## **Third-Party Vendors**

The Osceola Library System uses third-party providers and technology to deliver services and content such as databases, streaming media collections, eBooks and eAudiobooks, and communication about Library programs, services, and patron accounts. The Library makes a reasonable effort to ensure that vendors conform to the Osceola Library System’s Privacy Policy and will share information only as necessary to provide service on behalf of the Library. However, patrons should be aware that they may be providing personal information directly to a third party and that the use of their information is governed by the policies and terms of service of the vendor.

Third-party vendors may collect and disclose patron information, including:

- Personally identifiable information that is provided when registering for the site or service, providing feedback or suggestions, or creating shared content
- Other information that could be used to identify patrons, such as IP address, search history, location-based data, and device ID
- Non-personally identifiable information, including ad and page views, browser information, cookie data, analytics, date/time of request, demographic data, and hardware/software type
- Other information as described in the vendor's privacy policy and terms of service

**By using these services, patrons acknowledge that the Osceola Library System is not responsible for how third parties collect and use their personal information. Patrons may always choose not to use third-party vendors or services if they do not accept their policies or terms of service.**

### **Privacy & Minors**

The Osceola Library System respects the privacy of all patrons, regardless of age. Parents or legal guardians may access a minor's (age less than 16 years) borrowing records only if they are named in the minor's account, as required by Florida Statutes 257.261. The Library does not knowingly collect or share information about minors without consent.

### **Retention of Records**

The Osceola Library System retains records only for as long as needed for operational purposes. Borrowing history is not stored unless patrons opt in to track their reading history. Other personal information, such as account details and outstanding fees, is retained only as necessary for account management and legal compliance.

### **User Rights: Access, Correction, and Deletion of Personal Data**

The Osceola Library System's patrons have the right to access their personal information and request updates, corrections, and deletions, subject to legal and financial record-keeping requirements. Patrons can do this by:

- Logging into their account online.
- Calling the library at 407-742-8888
- Emailing the Library at [thelibrary@osceolalibrary.org](mailto:thelibrary@osceolalibrary.org)

- Visiting the Library and speaking to the staff.

Proper identification may be required before access is granted and updates are made.

### **Law Enforcement & Government Requests**

Library records are confidential per Florida Statute 257.261. The Library will not disclose information about a patron's use of Library resources unless:

- Required by a valid legal order from a court with proper jurisdiction.
- There is a substantiated emergency involving immediate threats to life or safety.

All law enforcement inquiries must be directed to Amy Jones, Library Director, at [amy.jones@osceolalibrary.org](mailto:amy.jones@osceolalibrary.org).

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

This policy may be updated periodically. Any significant changes will be posted on the Library's website, and patrons will be notified where appropriate.

### **Contact Information**

For questions or concerns about this Privacy Policy, contact:

#### **The Osceola Library System**

211 East Dakin Avenue Kissimmee, FL 34741

Phone: 407.742.8888

Email: [thelibrary@osceolalibrary.org](mailto:thelibrary@osceolalibrary.org)

Website: [osceolalibrary.org](http://osceolalibrary.org)