

7—Collection Management

7-1 Purpose of the Library's Collection

The Library's collection consists of resources selected and acquired or licensed by the Library for member use. A high-quality collection supports the mission of the Library.

The Board of Library Trustees recognizes that there are a wide range of interests and tastes among the residents of the Palatine ~~Public~~ Library District. Thus, the Library's collection is purposefully curated to reflect the community and to offer materials that represent diverse topics in a variety of formats.

The Board endorses the following American Library Association intellectual freedom statements, found in the policy appendices:

ALA Library Bill of Rights, Appendix 3C
ALA Freedom to Read Statement, Appendix 7A
ALA Freedom to View Statement, Appendix 7B
ALA Statement on Labeling Systems, Appendix 7C
ALA Statement on Rating Systems, Appendix 7D

(Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

7-2 Responsibility for Collection Development

The Library collection is managed by professional librarians. The Executive Director may assign specific areas of the collection to staff members for the selection, evaluation, and withdrawal of resources. This delegation of collection management tasks does not remove collection management responsibilities from the Executive Director. (Approved 1-14-98; Last Revised 10-17-18, Effective 11-1-18)

7-3 Selection of Resources

The basic criteria that guide the selection of library resources include but are not limited to the following:

- accuracy and authoritativeness
- artistic and literary merit
- availability of materials on the subject
- availability of space to house the resources
- awards of recognition (e.g. Pulitzer, Caldecott, etc.)
- currency and validity of information
- diversity of the collection

- existing and anticipated demand
- existing holdings
- general interest
- holdings of CCS consortium libraries or other libraries located in the northwest suburban area
- inclusion of multiple points of view in the collection
- licensing agreements and technological requirements for electronic materials
- price of resources and budget for collections
- reviews in such established media as professional journals and literary publications
- suitability of format

In addition, the following guidelines are provided to aid in resource selection decisions:

- Resources are judged based on the work as a whole, not by passages taken out of context.
- Resources of contemporary significance and of long-standing value will be selected to ensure an overall balance in the collection.
- Medical, scientific, technical, and legal works will be acquired only to the extent that they are useful to the layperson.
- The Library does not acquire textbooks or other curriculum-related materials, except as such materials also serve the general public, and where few or no materials are available in any other form.
- The Library routinely acquires commercially published resources and may also acquire self-published books as appropriate to the Library's selection criteria.
- Personal biases must not influence acquisitions.
- The overall value of a resource in relation to all resources currently owned must be considered.
- Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children. It is the responsibility of the parent or legal guardian to monitor and oversee their children's reading, viewing, listening, and gaming.
- The Library acquires books in many languages to support the entertainment and educational needs of its diverse community.

(Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

7-4 Evaluation and Maintenance of the Collection

The collection is reviewed and evaluated on an ongoing basis in order to maintain its usefulness, currency, and relevance. Items may be kept, redistributed, repurchased, or withdrawn, ~~or maintained.~~

Resources in the collection are evaluated based on the selection criteria above and such considerations as physical condition, insufficient use, or lack of member demand.

Following evaluation by the above criteria, resources may be -withdrawn from the collection and catalog.

Withdrawn materials in acceptable physical condition with potential resale value are offered to the Friends of the Palatine Library for inclusion in their used materials fundraisers. Other items are recycled or discarded.

(Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

7-5 Labeling of Resources

The Library encourages exploration of books and digital resources. In accordance with its mission, the Library will not engage in labeling practices that discourage this exploration. ~~Labeling of resources has often been used as a censor's tool.~~ Therefore, labeling practices should be in line with the guidance provided in the American Library Association's Statement on Labeling Systems and Statement on Rating Systems (Appendices 7C and 7D). Staff members will be guided by these documents when making decisions regarding labeling. Because labeling decisions can have broad-ranging and sometimes unanticipated impacts, staff members should consult with the Executive Director whenever questions on labeling arise and before initiating major changes in labeling practice.

Labels can assist the public in locating resources within the collection. While this convenience may be valuable to a particular group of users, it is also important to consider the impact of labeling practices on the community as a whole.

Some items in the audiovisual collection have been assigned ratings by various external groups such as the Motion Picture Association of America or the Entertainment Software Ratings Board. The producer or distributor of a particular item may or may not have chosen to receive a rating or include such rating on the item itself. To the extent that rating information is present on an item as acquired, the Library neither removes such information nor adds an additional rating label. However, when such rating information is absent from an item, the Library does not assign a rating or add a rating label, even when a rating appears to have been assigned through a ratings system.

The Library remains committed to assisting members in obtaining information ~~requested~~ to aid ~~their-own~~ selection of resources, including

access to rating information when available. However, such assistance shall not extend to altering an item's appearance, through a rating label or other means, to reflect the judgment of others on the appropriateness of that item for any individual or group of members. (Approved 7-14-05; Last Revised 2-21-23, Effective 3-1-23)

7-6 Arrangement and Shelving of Resources

Resources will be arranged and shelved in a manner that does not convey approval or disapproval by the Library. Arrangement and shelving of resources should not be used to restrict access or to suggest moral or doctrinal endorsement. Resources may be shelved in areas that are not accessible to the public to protect the collection or because of space considerations. However, the Library will not place resources in areas that are not accessible to the public based on a value judgment that the resource's content, language, themes, or the background or views of the author, render it inappropriate or offensive for all or certain groups of users. (Approved 7-14-05; Last Revised 2-21-23, Effective 3-1-23)

7-7 Donations of Resources

Donations (in any format) will not automatically be placed in the Library's collection. All donations are directed to either the Friends of the Library or to ~~the~~ a professional librarian of that subject area ~~subject area selector~~ depending on the same resource selection criteria identified above. (Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

7-8 Member Requests for Additions to the Collection

Members can request resources for the Library to purchase by completing the purchase suggestion form on the Library's website or a comment form available at all Library facilities.

Requests are evaluated by the professional librarians~~selector~~ of that subject area. All requests are considered under the selection criteria above. Not all requested items are ordered for the collection. (Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

7-9 Member Requests for Reconsideration of Resources

Members- with valid Palatine Library cards may request that selection decisions be reconsidered in the following ways:

1. Informal comments may be made to staff members in the appropriate department at any time. Such comments will be conveyed to the appropriate department manager and professional librarians~~selector~~ for

the subject area of the item in question, but no formal action will necessarily be taken.

2. A member may request to speak with the appropriate department manager. A meeting time will be arranged that is convenient for both the member and department manager. The member will be offered a copy of this policy, which details the use of the resource reconsideration form. No formal action will necessarily be taken.
3. If a member wishes to express their comments in a formal manner, the following procedure will be used. During this process, the item will remain in the collection until a decision is made.
 - a. The member will be given a copy of this policy and a resource reconsideration form. The member will fill out the form and return it to the Library.
 - b. A copy of the completed form will be given to the appropriate department manager, the professional librarians~~selector~~ of that subject area, and the Executive Director.
 - c. The department manager, professional librarians~~selector~~, and Executive Director will review the request and the item in question and make a decision. The department manager will send the decision in writing to the member.
 - d. If further review is requested by the member, the member will be invited to meet with a committee consisting of the Executive Director, the department manager, and the appropriate professional librarians~~selector~~. After the meeting, the committee will respond in writing to the member explaining what actions are being taken regarding the item in question.
 - e. If further review is requested by the member, the Board of Library Trustees will handle the matter directly as a body or may refer the matter to an advisory committee for recommendation. This committee would consist of two Board members appointed by the Board President and two staff members appointed by the Executive Director.
 - f. No more than one request per member will be considered at any one time.

In making its decision, the Board of Library Trustees will carefully consider the principles articulated in this policy and will allow ample opportunity for both staff and member input. The Board's final decision will be conveyed

in writing to the member. A decision on the item will not be reconsidered for five years once that decision has been made. (Approved 1-14-98; Last Revised 2-21-23, Effective 3-1-23)

Policy 7 Comprehensive Review: Adopted 1-14-98, Last Revised 2-21-23, Effective 3-1-23.

11—Privacy

11-1 Introduction

The Library is strongly committed to protecting the privacy of our users. ~~We believe that privacy is essential to the exercise of free speech, free thought, and free association, and we have created this policy so that users can understand what the Library does with information that is collected. By using the Library's services, including our website, users agree to be bound by the terms of this policy.~~

At the Library, the right to privacy includes the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

~~Courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Many states, including Illinois, provide mandates of privacy in their constitutions and statutory law. Numerous decisions in case law have defined and extended rights to privacy. Under Illinois state law, the Library is subject to the provisions of the Library Records Confidentiality Act (75 ILCS 70/1 et seq.). The Library's privacy and confidentiality policies intend to comply with applicable federal, state, and local laws.~~

The Library's commitment to privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the spirit of the American Library Association's Code of Ethics, the Library protects each user's right to privacy and confidentiality with respect to services sought or received and resources consulted, borrowed, acquired, used, or transmitted. (Revised 8-10-11; Last Revised 8-16-22, Effective 9-1-22)

11-2 Notice of Information Gathered

The Library affirms that users have the right of "notice"— to be informed about the policies governing the gathering, retention, and removal of personally identifiable information and about why that information is necessary for the provision of library service.

Information the Library may gather about users includes the following:

- library card registration information such as full name, full address, telephone number, birth date, and a photographic image

- library card registration information for those under 18 years of age such as the full name and address of the parent or legal guardian
- circulation information such as a record of materials currently checked out, currently on hold, lost, or damaged; and fees incurred
- an e-mail address provided voluntarily by users, to allow for a convenient means to receive circulation notices and updates on library resources and programs
- a borrower's card number, required to access ~~most~~some services
- information relating to registration for library programs including library-wide reading programs
- information relating to meeting and study room booking, such as the name of requesting person or organization, purpose of meetings, and status as a profit or not-for-profit organization
- information related to use of Extended Access services, such as name, library card number, and time of access
- Information related to the delivery of notary services, such as name, date of service, and document type
- contact information for one-on-one appointments and social service referrals
- other information reasonably required in the orderly provision of library services

The Library avoids creating unnecessary records. The Library regularly removes records no longer needed for the provision of library services. The Library avoids practices that might place personally identifiable information on public view. (Revised 8-10-11; Last Revised 8-20-24, Effective 9-1-24)

11-3 Disclosure

The Library strives to keep confidential all personally identifiable information under its control. The Library will not sell, or license, ~~or disclose~~ information to any third party without the user's consent, unless compelled to do so under the law or to comply with a court order. ~~With the user's prior consent, t~~The Library may disclose personally identifiable information to other institutions to facilitate access to library services such

as reciprocal borrowing or interlibrary loan. The Library may disclose information to institutions such as a collection agency in order to protect library resources from loss or damage and to collect fees owed to the Library.

The Library will grant access to library-controlled information about children ~~ages 17 and younger~~ under 18 years of age to their custodial parents, legal guardians, or legal foster parents. (See Policy 2: Library Cards and Accounts section on Youth)

The Library provides a mechanism by which a patron may grant access to their own personally identifiable information to others to aid in obtaining library services. (See Policy 2: Library Cards and Accounts section on Permission to Pick Up Materials.) (Revised 8-10-11; Last Revised 8-20-24, Effective 9-1-24)

11-4 Access by Users

Users are entitled to view or request updates to their personally identifiable information. Users must be able to verify their identity when accessing such information.

The Library may offer users the opportunity to create their own lists relating to reading, viewing, and listening preferences. Such lists would be voluntarily created and modified by users. Such information will be protected under this privacy policy. (Reapproved 3-13-13; Last Revised 8-20-24, Effective 9-1-24)

11-5 Data Integrity and Security

Data Integrity

The data the Library collects and maintains should be accurate and secure. The Library takes reasonable steps to assure data integrity, including using only reputable sources of data; providing users access to their own personally identifiable data; updating data whenever possible; and destroying data no longer needed.

Data Retention

The Library protects personally identifiable information from unauthorized disclosure. Information is purged or shredded when it is no longer needed. Information that is regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and security and surveillance data.

Tracking Use

The Library removes links between patron records and materials borrowed. The Library deletes records as soon as the original purpose for data collection has been fulfilled. To protect against loss or damage to the collection, the Library may maintain a link between an item and the most recent prior checkout of that item. As explained in the Homebound Services Policy, the Library maintains a record of ~~all~~ items checked out by a homebound patron for purposes of selecting materials for that person. (See Policy 3—Library Operations section on Homebound Services)

The Library permits in-house access to information in all formats without creating a data trail. The Library ~~does not~~ may request or reveal any personal identification information ~~unless users are to provide certain services such as~~ borrowing materials, requesting special services, registering for programs or classes, reserving or using computer stations, or making remote use of those portions of the Library's website restricted to registered borrowers under license agreements or other special arrangements. The Library regularly removes cookies, history, cached files, or other computer and internet use records that are temporarily retained on its computers, devices, or networks.

Third-Party Security

The Library strives to ensure that contracts, licenses, and offsite computer service arrangements reflect Library policies and legal obligations concerning patron privacy and confidentiality. Should a third party require access to a user's personally identifiable information, agreements specify appropriate restrictions on the use, aggregation, dissemination, and sale of that information. When users are remotely connecting to licensed databases, the Library will release only information that authenticates users as valid cardholders. We recommend that users review third-party privacy policies when using those services.

Security Measures

The Library's security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of data.

The Library has internal organizational procedures that limit access to data and that include safeguards so that individuals with access do not use the data for unauthorized purposes.

The Library will take all measures reasonably necessary to protect the security, confidentiality, and integrity of “personal information” as defined in the Personal Information Protection Act (815 ILCS 530/1, et seq.).

“Personal information” does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records. Any suspected breach or compromise of the security of data that contains personal information will be investigated promptly by the Executive Director or designee. Using personal information for a purpose unrelated to the business of the Library or making personal information available in order to further disclosures that are unauthorized also constitutes a breach or compromise of the security of the data. The provisions of this paragraph are as defined or stated in 815 ILCS 530/5.

The Executive Director may consult with local law enforcement officials or the Library’s attorney before determining whether to notify the affected individuals that there has been a breach of data that contains personal information.

If notice to the affected individuals is appropriate, notice will be given in accordance with the Personal Information Protection Act. “Personal information” means an individual’s first name or first initial and last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted or redacted:

- Social Security number
- driver’s license number or state identification card number
- account number or credit or debit card number, or an account number or credit card number in combination with any required security code, access code, or password that would permit access to an individual’s account

~~The Library~~Only the Executive Director or designee will contact or notify users ~~any individual~~ about a suspected breach or compromise of the security of data that contains personal information. Every such security-related incident must be reported immediately to the Executive Director or designee. (Revised 8-10-11; Last Revised 8-20-24, Effective 9-1-24)

11-6 Library Website Security

The Library is strongly committed to protecting the privacy of its online users. The Library is supported in protecting the privacy of its users under national and state laws, as well as the Library’s privacy policy.

Type of Information Collected

Where it is necessary for the Library to identify users, the Library collects only the minimum information necessary and retains that information for only as long as it is needed to fulfill its purpose. This information may include IP address, browser type, domain names, access times, and referring website addresses. Additionally, personally identifiable information may be transmitted in connection with other activities, services, or resources made available on our site.

How the Information Is Used

The information is used by the Library for the operation of a service, to maintain quality of a service, and to provide general statistics regarding use of websites. ~~Any personally identifiable information provided is maintained by and accessible only to the Library unless the Library explicitly states otherwise. The Library does not sell, rent, lease, or otherwise provide its cardholder lists to third parties.~~

~~While remaining committed to user privacy, the Library may be forced to disclose information to the government or third parties where necessary to comply with law. In addition, in the unlikely event that the Library needs to investigate or resolve problems or inquiries associated with the operation of the Library, it may be necessary to disclose information to parties outside of the Library, such as law enforcement or other government officials.~~

Third-Party Websites

The Library website contains links to websites and resources owned and operated by third parties, including databases and electronic journals, that the Library has licensed for its users. While every attempt is made to include user information protections in license agreements with these third

parties, use of these websites and resources is not governed by this policy. Such websites are governed by their own privacy policies.

Security

The Library has taken reasonable measures to safeguard the integrity of its data and prevent unauthorized access to information maintained. Steps include, but are not limited to, authentication, monitoring, and auditing. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire operating environment. These measures are intended to prevent corruption of data, to block unknown or unauthorized access to library systems and information, and to provide reasonable protection of private information held by the Library. For example, information required when making online credit card payments for Library fees is encrypted and transmitted via secure connection to the Library's payment service. No security measures, however, can guarantee complete security from unauthorized hackers.

Cookies

A "cookie" is information that a website may place on a computer's hard drive to collect information about a user. A cookie records an individual's preferences in using a certain website. The Library does not use any persistent cookies to collect permanent information. The Library may use non-persistent cookies in applications that keep track of a user's session. Non-persistent cookies are necessary only to maintain session information and are temporary. They are invalidated once a user's session is completed.

Acceptance of Terms

Using the Library's website signifies acceptance of this policy. (Adopted 8-10-11; Last Revised 8-20-24, Effective 9-1-24)

11-7 Identity Protection

The purpose of this policy is to protect Social Security numbers from unauthorized disclosure. The Library does not collect the Social Security numbers of ~~users.~~members. The Library may collect Social Security Numbers of employees and contractors. The Library complies with the provisions of the Identity Protection Act (5 ILCS 179/1 et seq.).

Requirements

- All employees who have access to Social Security numbers in the course of performing their duties are trained to protect the confidentiality of Social Security numbers. Training includes instructions on the proper handling of information that contains Social Security numbers from the time of collection through the destruction of the information.
- Only employees who are required to use or handle information or documents that contain Social Security numbers have access to such information or documents.
- Social Security numbers requested from an individual are requested in a manner that makes the Social Security number easily redacted if required to be released as part of a public records request.
- When collecting a Social Security number, or upon request by the individual, a statement of the purpose or purposes for which the Social Security number is being collected and used will be provided.

Prohibited Activities

No employee may do any of the following:

- publicly post or publicly display in any manner an individual's Social Security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.
- print an individual's Social Security number on any card required for the individual to access products or services
- encode or embed an individual's Social Security number in or on any cards or documents, including, but not limited to, using a barcode, chip, magnetic strip, RFID technology, or other technology

- require an individual to transmit their Social Security number over the internet, unless the connection is secure or the Social Security number is encrypted
- print an individual's Social Security number on any materials that are mailed to the individual through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless state or federal law requires the Social Security number to be on the document to be mailed [Notwithstanding any provision in this section to the contrary, Social Security numbers may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the Social Security number. A Social Security number that may be mailed permissible under this Section may not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.]
- collect, use, or disclose a Social Security number from an individual, unless:
 - required to do so under state or federal law, rules, or regulations, or when the collection, use, or disclosure of the Social Security number is otherwise necessary for the performance of that agency's duties and responsibilities
 - the need and purpose for the Social Security number is documented before collection of the Social Security number
 - the Social Security number collected is relevant to the documented need and purpose
- require an individual to use their Social Security number to access an internet website
- use the Social Security number for any purpose other than the purpose for which it was collected

The prohibitions listed immediately above do not apply in the following circumstances:

- the disclosure of Social Security numbers pursuant to a court order, warrant, or subpoena
- the collection, use, or disclosure of Social Security numbers in order to ensure the safety of employees
- the collection, use, or disclosure of Social Security numbers for internal verification or administrative purposes
- the collection or use of Social Security numbers to investigate or prevent fraud; to conduct background checks; to collect a debt; to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act; to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act; or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit

Public Inspection and Copying of Documents

Notwithstanding any other provision of this policy to the contrary, all employees must comply with the provisions of any other state law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's Social Security number. This includes requests for information or documents under the Illinois Freedom of Information Act. Employees must redact Social Security numbers before allowing the public inspection or copying of the information or documents.

Applicability

This policy does not apply to the collection, use, or disclosure of a Social Security number as required by state or federal law, rule, or regulation. (Approved 4-13-11; Last Revised 8-20-24, Effective 9-1-24)

11-8 Enforcement and Redress

The Library conducts privacy audits in order to ensure that all Library programs and services are in compliance with this privacy policy. Library users who have questions, concerns, or complaints about the Library's handling of their privacy and confidentiality rights should file written comments with the Executive Director. The Library will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures. (Reapproved 3-13-13; Last Revised 8-20-24, Effective 9-1-24)

11-9 Release of Information from the Patron Record to Courts or Sworn Officers

The Library authorizes only the Executive Director and designated Person in Charge to receive or comply with requests from law enforcement officers. The Library confers with its legal counsel before determining the proper response. The Library will make library records available only to an agency of federal, state, or local government if a subpoena, warrant, court order, or other investigatory document is issued by the federal government or by a court of competent jurisdiction that shows good cause and is in proper form, or if a sworn law enforcement officer states there is probable cause to believe there is imminent danger that someone will be physically harmed and that it is impractical to secure a court order as a result of an emergency. The sworn officer making such a claim must complete and sign a form acknowledging the declaration of said emergency and acknowledging receipt of the information requested from the Library.

The information released under signature of a sworn law enforcement officer will be limited to identifying a suspect, witness, or victim of a crime and will not include disclosure of registration or circulation records that indicate materials borrowed, resources reviewed, or services used at the Library. (Last Revised 8-20-24, Effective 9-1-24)

(Policy 11-9 Adopted 1-9-08; Last Revised 8-20-24, Effective 9-1-24)