

Urbandale Public Library Web Site Policy

This policy addresses collection, use, and security of and access to information that may be obtained through the use of the Urbandale Public Library's web site (<http://www.urbandalelibrary.org>). It is provided for informational purposes only. The information presented here is not meant to be a contract of any type; either expressed or implied, and should not be treated as such by site visitors. The information in this statement and/or the policies described here may change at any time, without prior notice to any visitor.

Collection and Use of Information

The library automatically collects and stores the following information about a site visit:

- The Internet Protocol address and domain name used by the site visitor. The library uses the IP address to direct Internet traffic to the site visitor. This address can be translated to determine the site visitor's internet service provider (e.g. Qwest, MediaCom or another provider). Generally, however, the library only determines visitor service providers if a security issue is suspected;
- The type of browser and operating system used;
- The date and time the visitor accessed the web site;
- The web pages or services that were accessed; and
- The web site that was visited prior to coming to this web site, if the visitor linked directly from another web site.

This information is collected for statistical and site management purposes only. The library's web site uses software programs to create summary statistics, which are used for such purposes as assessing what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

If during a visit to the library's web site a visitor participates in a survey, sends an e-mail, or performs some other transaction online, the following additional information will be collected:

- The e-mail address, IP address, and contents of e-mail, for those who communicate with the library via e-mail.
- Information volunteered in response to a survey.
- Information volunteered through an online form for any other purpose.
- Information volunteered by participating in an online transaction with the library.

Any information transmitted to the Urbandale Public Library via e-mail is not guaranteed to be secure. The information collected is typically limited to text characters, but may include audio, video, and graphic file formats.

The library uses a site visitor's e-mail address to respond to the visitor. Information collected from a survey or online form is used for the purposes identified by the survey or the online form.

Information provided for a transaction is used only for the purpose of completing and recording the transaction. Information requested will be no more specific than if a visitor were engaging in the transaction by other means, including by telephone or by visiting a library facility. In all cases, the library strives to collect the minimum information necessary to comply with applicable law and to provide the service requested.

The library does not sell, rent, or otherwise distribute site visitors' information, including e-mail addresses, to any outside company or organization, unless legally required to do so. This applies to information that may be collected on the library's web site and on that of any third party with whom the library contracts to provide Internet related services.

Personal Information and Privacy

A site visitor may choose whether to provide personal information online. Personal information may include an individual's name, address, and telephone number. A domain name or IP address is not considered personal information.

The library collects no personal information about an online visitor unless the visitor voluntarily provides it to the library by sending an e-mail message, participating in a survey, completing an online form, or engaging in an online transaction. A visitor may choose not to provide any personal information. However, some information and services available through this site are specific to individual users and require the collection of personal information in order to function properly. A visitor's choice to not participate in these activities will not impair his or her ability to browse, read, or download other general information provided on the site.

If personal information is requested on the web site or volunteered by the site visitor, state law and the federal Privacy Act of 1974 may protect it. If a visitor believes that his or her personal information is being used for a purpose other than the visitor intended when the information was submitted, the visitor may contact the library using the contact information at the end of this policy.

The library will make a reasonable effort to ensure that it does not knowingly collect or request personal information from minors. Site visitors are cautioned, however, that personal information received from or volunteered by minors online or by e-mail will be treated the same as information from an adult.

Code of Iowa Chapter 22.7 Confidential Records

It is the intention of the Urbandale Public Library to uphold the Code of Iowa but the USA PATRIOT Act supersedes this section of the Code of Iowa in the case of terrorism:

“The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information: ...

13. The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.”

Security

The library has taken several steps to safeguard the integrity of its data and to prevent unauthorized access to the information it maintains, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the web site operating environment as part of the library’s continuing commitment to risk management. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to library systems and information, and to provide reasonable protection of private information in the library’s possession. This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof the security of information provided via the library's web site.

For site security purposes and to ensure that this service remains available to all users, the library's web site host employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular destruction.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under applicable state and federal statutes, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

Links to External Web Sites

The Urbandale Public Library’s webpage is an extension of our physical facility and allows library staff to provide information to customers virtually. When possible, the library page will point to existing reliable sources that provide topical information. Web site links will be selected using the general criteria outlined in the library’s Collection Development Policy and will be reviewed periodically to ensure compliance with our selection criteria.

Criteria for Selecting External Links:

- Links will be educational/informational in nature
- The library home page will provide local information and library resources

No linked sites that could pose a risk to the security of the library's computer systems or networks will be considered. Any linked sites that include content that violate community standards of propriety and decency will not be considered.

Indicators of External Site Quality:

- Ease of use
- Scope of content and purpose is clearly stated
- Content is documented, current, and accurate
- Clear contact information for the author of the page is present
- Date of last modification is present
- Policy on privacy, confidentiality and source of funding is present

Parental Responsibility

"Providing connections to global information, services, and networks is not the same as selecting and purchasing material for a library collection. Determining the accuracy or authenticity of electronic information may present special problems. Some information accessed electronically may not meet a library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Parents and legal guardians who are concerned about their children's use of electronic resources should provide guidance to their own children." (From *Access to Electronic Information, Services, and Networks: an Interpretation of the Library Bill of Rights*, American Library Association, adopted January 24, 1996)

Reverse Links

The library does not object to links from external web sites to the library web site, provided that:

- No relationship with the library is implied or expressed by the link or the context in which the link appears, and
- The link does not modify or alter the content of our site

Right of Appeal

Persons or organizations that request a link from the library's web site to an external web site whose request is denied by the Library Director or the Library Director's designee may appeal in writing to the Urbandale Library Board of Trustees for a review of the request. In the case of such an appeal, the Urbandale Library Board of Trustees shall consider the request during open session. In all cases, the Urbandale Library Board of Trustees' decision to grant or deny a request for a link to an external web site shall be final.

Disclaimer

The Urbandale Public Library reserves the sole right to determine which external links are provided from the library's web site. These links or references to external web sites do not constitute an

endorsement by the Urbandale Public Library. The library is not responsible for the nature or accuracy of content or services on these external web sites, including linked web sites.

When a site visitor follows a link from the library's website to another web site, the library's privacy policy will not apply. When a site visitor follows a link to another web site, the visitor is subject to the privacy policy of that new site, if one exists. Visitors linking to another site are encouraged to examine the privacy policy of that site.

Neither the library, nor any department, officer, or employee of the library warrants the accuracy, reliability or timeliness of any information published by the UPL system, nor endorses any content, viewpoints, products, or services linked from the UPL system, and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. While library staff will make every effort to keep all information on the web site relevant and accurate, portions of such information may be incorrect or not current. Any person or entity that relies on any information obtained from the UPL system does so at his or her own risk.

Contact Information

For more information on this policy please contact the library at 515-278-3945, option 7.

Mailing Address:
Urbandale Public Library
3520 86th Street
Urbandale, IA 50322

Approved by Urbandale Public Library Board of Trustees 3/2010