

WRL PRIVACY STATEMENT

Williamsburg Regional Library (WRL) protects your right to intellectual freedom and is committed to protecting the privacy of its customers and community. WRL supports the values outlined in the American Library Association Bill of Rights which calls on all libraries to “advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.”

Information Collected

WRL collects some personal information to provide access to its collections, services, and programs. Your information is only retained for as long as it is needed to provide this access. Information collected includes: name, address, telephone number, email address, date of birth, library barcode number and PIN, items currently checked out or requested, expired holds, interlibrary loans, overdue items (until returned), lost items, and registration information for classes and programs. We do not maintain reading histories for customers beyond operational requirements.

Personal information submitted to us in emails, requests, chats, web forms, registrations, library card applications, or other communications is used only by library staff for the submitted purpose (e.g., staff verification of address and ID for library card applications).

WRL does not disclose personally identifiable information to anyone without proof of ID, consent of the customer, or pursuant to subpoena or court order (including under the USA PATRIOT Act). The library will not sell, share, or trade our customers’ personal identifiable information or library account information with any other entity. Third party vendors working under contract to provide library services may have access only to personally identifiable information necessary for access (see Library Vendor Privacy Policies).

Access to Personally Identifiable information (PII)

WRL works to maintain the confidentiality of library customer records. People who have access to customer data include: library staff to perform job duties, customers with proof of identity/library card, parents or guardians of minors (limited), anyone with written consent of customer and/or anyone listed on the customer’s record as an approved person, or by court order/subpoena.

Customers may allow someone access to their library record by providing written consent to staff. Subsequently, the person will be added to the customer’s record for future reference and will remain there until the customer requests they be removed. Customers may also choose to set up linked accounts via our mobile app at their own discretion to permit others to access their account.

For more on library record privacy, please see our Confidentiality of Library Records Policy

Personally Identifiable Information and Children

Parents or guardians may obtain limited information for minors (age 17 and under) in their care so long as they are listed in the minor's record. Proof of identity is required. Parents and guardians are strongly encouraged to monitor the online activities of the minors in their care to ensure that personal information is protected.

Electronic data collection

The library collects limited electronic data for customers using our website, mobile app, and public computers. For public computers in the library, all history or cache files are erased once the computer session has ended. We only collect the minimum amount of data needed for access which is not stored in most cases. Any data collected electronically is viewed in aggregate only for statistical analysis with Google Analytics and not in a personally identifiable way. Data collected may include: IP address, general location, web browser used, date, time, length of visit, and searches and pages viewed on the WRL website and catalog only. We do not collect any other data regarding web traffic on library public computers.

Cookies are used only in the event an application requires a persistent connection between the server and your computer. These cookies are not used to store or transmit information about you. If your Web browser is not configured to accept cookies, you will still be able to access information on the site, but some features and applications may not be available.

Security cameras

WRL collects visual images through security cameras which are stored for 30 days and are only accessible to view by supervisory staff. These images may be used by library staff and security to ensure the safety of staff and people using the library.

Promotional photos

During any public WRL event, library staff may take photos of library customers which may be used for library promotional purposes only. Library customers may request that they not be included in any photos taken by library staff.

Privacy Statement Changes

WRL may update this privacy statement from time to time, at our discretion or to keep in compliance with updated rules and regulations. We encourage customers to frequently check this page for any changes to the Privacy Statement.