

Rio Rancho Public Libraries' Privacy of Patron Information

Commitment to Protecting Privacy

The Rio Rancho Public Library is committed to protecting the privacy of our patrons. We will limit requests for personal information to that which is necessary to conduct library business. Personal information gathered will be used only for the purposes of identification and accountability for library materials. Information related to materials borrowed or used will not be disclosed except as required to retrieve items that are overdue or to collect fines and fees owed to the library. The library occasionally conducts promotional campaigns to inform the community of our services. The library at those times uses patron email or postal address for the library's internal mailing lists.

Collected Information

Non-personal information about visits to the library's website or use of electronic resources may be collected. This information is used for system administration and to calculate usage statistics. No personal information collected is connected to usage information.

Information Sharing Policy

Personal information will not be sold, leased, or otherwise shared with any other organizations or outside parties, unless specifically required by law. Information about library users, materials borrowed, or services utilized are private, subject to the provisions of the USA Patriot Act and state laws related to confidentiality of patron records. This information will be secured, and we will attempt to notify library patrons of any breaches in the security that result in theft of records.

Records may be released without a court order to law enforcement officers in an emergency situation solely to identify a suspect, victim, or witness to a crime.

Information Available to Parents

Rio Rancho Public Library recognizes that parents or legal guardians who have signed their minor children's applications have assumed the financial responsibility for materials charged out to their children's cards. Therefore, parents or legal guardians will be provided with specific information about their minor children's library records when materials are overdue or lost.

Photo Policy

We will be taking pictures and recording video from time to time during programs. If you don't want to be photographed or video recorded, please let us know, and we will do our best to protect your privacy. If you do consent, the photos and video taken may be used on press releases, the library web site, or a library social media site.

Changes to Policy

Changes to the library's privacy policy will be posted on the library's website as well as at the library circulation desk and will be emailed to those patrons who have provided an email address as part of their contact information.