



**CITY OF BROCKTON  
BROCKTON PUBLIC LIBRARY**



**ROBERT F. SULLIVAN**  
MAYOR

**PAUL ENGLE**  
LIBRARY DIRECTOR

## **Brockton Public Library Patron Privacy Policy**

At the Brockton Public Library ("Library"), we are committed to safeguarding your privacy and ensuring the protection of your personal information. This policy affirms the Library's commitment and outlines how we collect, use, retain, and share personal information, in accordance with Massachusetts General Laws Chapter 78, Section 7, and other applicable laws. This policy supports and adheres to the Code of Ethics of the American Library Association and applies to all Library records.

### **1. Collection of Personal Information**

The Library only collects personal information that is necessary to provide better services and manage your library account. The types of personal information we collect include:

- Basic Information: Name, address, phone number, email address, and date of birth (for library membership and account purposes).
- Transaction Data: Information about the books, media, and materials you borrow or reserve, as well as any fines or fees you incur.
- Usage Data: Data on how you interact with our website, apps, and other digital resources (e.g., IP addresses, browsing activity), to improve services and user experience.

We collect this information to:

- Register and manage library accounts.
- Facilitate borrowing, reserving, and renewing materials.
- Send reminders about due dates, holds, and other library notifications.
- Improve the library's services and website functionality.

"City of Champions"

BROCKTON PUBLIC LIBRARY 304 MAIN STREET BROCKTON, MASSACHUSETTS 02301  
TEL: (508) 894-1400 FAX: (508) 580-7898



**CITY OF BROCKTON  
BROCKTON PUBLIC LIBRARY**



## **2. Retention of Personal Information**

The Library retains your personal information only as long as necessary to fulfill the purposes outlined in this policy or as required by law. When your information is no longer needed, it will be securely destroyed in accordance with following schedules:

- **Account Information:** Retained as long as you are an active member. Inactive accounts may be deactivated and deleted after two years.
- **Transaction Records:** Borrowing history and fines are retained for six months.
- **Secure Destruction:** Information will be securely destroyed via encryption, deletion, or physical destruction when no longer required.

## **3. Sharing of Personal Information**

The Library works with external vendors to deliver essential library services. We do not share your personal information with these vendors or other third parties except in the following limited instances:

- **Service Provision:** We may share information with service providers (e.g., vendors managing our circulation systems) in order to facilitate your use of these systems.

- **Third-Party Vendors:** We may share your information with trusted vendors for services like digital content, IT support, or payment processing.
- **Legal Requirement:** We will not disclose your information unless required by law, court order, or other legal process, such as responding to subpoenas or search warrants. Such disclosure may be required in order to comply with Massachusetts General Laws Chapter 66, Section 10, also known as the Public Records Law.

We will not disclose your personal information to law enforcement or government authorities unless required under the following conditions:

- **Legal Obligation:** When required by law, court order, or legal process.
- **Public Safety:** If necessary to prevent serious harm to individuals or the public.

“City of Champions”



**CITY OF BROCKTON  
BROCKTON PUBLIC LIBRARY**



## **5. User Consent**

The Library respects your privacy and allows you to control your personal data. By using our services, you consent to the collection, use, and sharing of your personal information as described in this policy. You may withdraw your consent at any time by:

- **Withdrawing Consent:** Contacting the Library to request the removal of your information from specific services (e.g., borrowing history).
- **Account Deletion:** Requesting the deletion of your account and associated data by contacting the Library Director or Assistant Director.

Please note that withdrawing consent may limit your access to certain library services.

## **7. Security of Your Information**

- The Library takes the security of your personal information seriously and uses appropriate administrative, technical, and physical measures to protect it from unauthorized access, loss, or alteration.

## **8. Public Computer and Internet Access**

While the Library takes reasonable steps to protect the privacy of patrons using public computers and the Library's wireless network, we cannot guarantee complete privacy. Public-access computers and shared network systems may expose your data to vulnerabilities.

Patrons should not expect total security and are encouraged to:

- Save data only to personal storage devices.
- Avoid saving documents or files to the Library's computers.
- Be aware that deleted files could be reconstructed and accessed by others.

Internet access on the Library's public computers and wireless network is provided by either the Old Colony Library Network ("OCLN") or Comcast's broadband service. The Library does not maintain records that link individual users to internet searches on public computers. Patrons using their own devices should be cautious when transmitting sensitive data over the wireless network, as public networks can be intercepted.

"City of Champions"



**CITY OF BROCKTON  
BROCKTON PUBLIC LIBRARY**



The Library does not guarantee the confidentiality or security of any online transactions, especially those involving e-commerce. Patrons should review the privacy policies of OCLN and Comcast (available at [www.ocln.org](http://www.ocln.org) and [www.comcast.net/privacy/index.](http://www.comcast.net/privacy/index.)) for more information.

## **9. Changes to This Privacy Policy**

The Library Board of Trustees may update or modify this privacy policy. Any changes will be posted on the Library's Public Notice Bulletin Board and website. Patrons may request a copy of the most current privacy policy at any time.

This policy is effective as of January 28, 2025, and will remain in effect until updated by the Library Board of Trustees.

By using the services of the Brockton Public Library, you agree to the terms and conditions outlined in this policy, which is designed to protect your privacy while ensuring access to valuable library resources and services.

"City of Champions"

BROCKTON PUBLIC LIBRARY 304 MAIN STREET BROCKTON, MASSACHUSETTS 02301  
TEL: (508) 894-1400 FAX: (508) 580-7898