



Privacy Policy

The Staunton Public Library is committed to protecting the privacy of all library users and patrons. When you use the Library's services including your ValleyLibraries.org account, you are agreeing to the terms of this Privacy Policy.

How We Use Your Data

The Library collects patron information for a variety of purposes such as to assess the usage of library services, to project future patron needs, and supply statistical data to secure funding. Electronic patron data is stored at City Hall on secure servers maintained by the City of Staunton's Information Technology Department. Password protected access is provided to library staff for use in library services. Additionally, the Library provides patron access to various third-party services using limited patron data such as library card number and email address. Each of these websites has their own terms and conditions that you should review.

The Library follows the Library of Virginia's records retention schedules after which patron records are destroyed.

Confidentiality

The City of Staunton does not sell, rent, or publish any of our visitors' personal or private information. We do not reveal specific information about subscribers or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Virginia Freedom of Information Act or other law. In addition, we endeavor to restrict employee access to any personal information except where necessary to perform required duties.

We may be required to provide to others personally identifiable information which you have provided to us in response to a court order, Freedom of Information request, subpoena, or government investigation. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. We may disclose certain personally identifiable information when we believe that such release is reasonable, necessary to enforce or apply our terms and conditions or to protect the rights, property and safety of others or ourselves.

The Code of Virginia Section 2.2-3705(A)(10) (Virginia Freedom of Information Act) states that the following records are excluded from the provisions of the Freedom of Information Act:

(8) Library records which can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron has borrowed.



Confidential patron information, which includes a patron's name, library card number, email and/or mailing address, telephone number and borrowing history, will not be shared with any entity except when permission is given or implied by the patron with few exceptions:

- A parent or guardian may have access to the library records of a minor child (until 18)
- With written or verbal permission of the patron, a note of which is kept on their account
- A valid court order is presented to the Library Director (or designee) showing probable cause

In the event that the Library is served with a discovery order or a subpoena requesting production of Library circulation records, or a court order directing that the Library provide such records, the Library Director shall inform legal counsel for the City and shall take appropriate action after having been advised by legal counsel as to the available options.

Messaging Terms and Conditions

Staunton Public Library provides Customer Care/Account notifications to patrons to alert them to changes in their account such as arrived holds and overdue materials. Patrons may choose their notification preference. Personal information and mobile numbers collected through opt-in will not be shared, sold or rented with third parties for marketing purposes. SMS messages will be for account notifications only. Message frequency may vary and message and data rates may apply. Text HELP for assistance or STOP to cancel.

If you have any privacy concerns, contact Staunton Public Library by calling 540-332-3902 or emailing at library@ci.staunton.va.us.