

# Pasco County Library System Policy Manual

**Section:** Public Services

**Policy Title:** Privacy Policy

**Effective Date:** November 2007

**Revised:** July 2008

**September 2025**

The Pasco County Library System (Pasco County, hereinafter “the County”) recognizes the need to protect your right to privacy. Each individual borrower, regardless of age, is guaranteed confidentiality regarding library registration and borrowing records under [Florida State Statute 257.261](#). However, other laws, particularly at the federal level, may require that the Library comply with court orders, subpoenas, or other governmental agency requests for library patron records. Patron records may include materials used or borrowed; including computer, electronic device, Internet, and Wi-Fi, records; and your e-mail or other correspondence with the library. The law may prohibit staff from informing you of such a request. Please contact your federal legislators if you have questions about such laws.

Privacy within the library:

- Library staff will not confirm your presence at a Library to anyone by phone or in person to any person except a parent or guardian, as applicable. However, Library staff may announce a person’s name and request that they come to a service desk should the need arise.
- Some groups holding meetings in a Library meeting room may request registration information. The County assumes no responsibility for information collected by non-library groups. No one can be barred from attending a meeting in a Library meeting

room because they do not want to supply such information. See [Library Meeting Room Policy](#).

Privacy on the Library website:

- To improve the usefulness of our website, we automatically collect and maintain statistical information from our site's data logs. This is designed to assist the Library in compiling user statistics and in promotion of the Library and its programs and services. The information gathered cannot be attributed to a specific user.
- Some of the services available to you from the Library website will require the barcode number from your library card for verification purposes. Outside vendors do not have access to our records or patron data.

A "cookie" is information that a website puts on a computer's hard drive so that it can remember something about the user later. If you choose to use the "Remember Me" feature on the login screen, a persistent cookie will be placed on your computer. Non-persistent cookies may be used in applications that keep track of a user's session. Non-persistent cookies are only necessary to maintain session information. Non-persistent cookies are temporary and are invalidated once a user's session has expired. When using computers inside a library you may utilize outside websites that collect personal information and place cookies on the computer's hard drive. Such cookies may exist until the computer is re-booted and could be accessed by others.

The Library's website includes links to outside sites. Those sites, and any other you may choose to go to, may have different privacy statements, and this Pasco County Library Privacy Statement does not apply to such sites. The County is not responsible for protecting personal information gathered by outside websites.

- Some areas of the Library's website ask you to submit personal information. Services that require you to submit personal information through a form are optional. Such information could remain on the computer after your session expires and could be accessed by others.

- The County's effort to protect your privacy does not apply to e-mail and other electronic communications that you send and receive via the Internet. On the Internet, there is no reasonable expectation of privacy.

#### Privacy of Personal Information Requested by the Library:

- The Library has in place certain technological and procedural security functions to protect your personal information in the patron registration database from loss, misuse, alteration, or destruction. In addition, the Library will use reasonable efforts to remove your personal information from the database when you request that it be removed or when it is no longer needed. The County cannot, however, guarantee that loss, misuse, alteration, destruction or retention will never occur and does not make representations to this effect.
- Patrons who have supplied their e-mail address as part of their registration record may receive notices from the Library by e-mail. The Library will use e-mail addresses within the patron's record only for Library business.
- Under Florida law, e-mail addresses to governmental entities are public records, as is the content of email messages. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this County. Instead, contact the Library by phone.
- Patron telephone numbers in registration records are utilized to contact patrons regarding a Library service they have requested or to receive automated hold and overdue notices. Mailing addresses are used to send letters regarding information directly related to Library services and programs. Such addresses and numbers are not used for any other purpose and are not sold to outside parties.
- For further information see the [Confidentiality of Library Records Policy](#).

#### Privacy Statement on Library Text/Phone Notifications

- The Library collects only the minimum personal information necessary to provide effective services for its users. Library account data and patron contact data is never sold to any third-party vendors. It is shared with select vendors specifically vetted by the

Library for the purpose of providing Library notifications, which is an optional service. This may include mail, e-mail, text (SMS), phone, or other methods of communication. The Library also collects data for statistical purposes containing no personally identifiable information. Personal information and mobile numbers collected through opt-in will not be shared, sold or rented with third parties for marketing purposes.

- Phone numbers may be used to notify patrons via phone calls or SMS/text messages, if applicable. To receive these notices, you may opt-in by selecting your preferred notification method when opening an account or notifying Library staff any time after. You may also opt-out at any time from notifications by following the directions in the messages for unsubscribing or by contacting Library staff at [librarydigitalservices@pascolibraries.org](mailto:librarydigitalservices@pascolibraries.org). You will need to provide account information, which may include an e-mail address or a phone number. After opting out, you may receive a final confirmation message. Please allow a reasonable amount of time for your opt-out request to be processed. If you choose to resubscribe, you can do so by following the opt-in process again.

#### Messaging Terms and Conditions

1. Pasco County Library Cooperative occasionally contacts registered patrons via SMS or Text Messaging. Personal information will not be shared with third parties for marketing purposes.
2. The types of messages the Library may send include, but are not limited to, customer care/account notifications, such as overdue notices, holds notices, etc.
3. Message frequency may vary.
4. Message and data rates may apply.
5. For support, text HELP or email us at [librarydigitalservices@pascolibraries.org](mailto:librarydigitalservices@pascolibraries.org).
6. To opt-out, text STOP to cancel, log in to your account to change notice preference, or speak with a Library staff member.
7. Failure to receive a library account notice does not waive patron responsibility for the timely return of library materials.