Nahman-Watson Library

Privacy Policy

The Nahman-Watson Library protects patrons’ privacy to the fullest extent of the law ([**Massachusetts General Laws Chapter 78, Section 7**](https://malegislature.gov/Laws/GeneralLaws/PartI/TitleXII/Chapter78/Section7)) and the Federal Educational Rights and Privacy Act of 1974 ([FERPA](http://www.gcc.mass.edu/registrar/ferpa/)). The American Library Association’s Code of Ethics states: “We protect each library user’s rights to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

**1. Registration and Personal Information**

Personal Information is information that can be used to identify you. When you visit the Nahman-Watson Library, we collect only the Personal Information you provide to us. We collect this information in two ways:

1. When you submit a Web form, use the telephone, email, or chat reference to ask questions, or for any other purpose.
2. When you provide Personal Information to register for or access your library card account.

**2. Library Card Account Information**: You will need a library card to check out books or DVDs or access databases from off-campus. We collect Personal Information from you, including your name, address, phone number, and email address, in order to sign you up for and maintain your library card account. While we ask for a form of ID when setting up the account, we do not store your ID number. We use the Personal Information you provide to us to respond to questions from you and to give you information about the status of your account, including holds and bills. We will never sell your information or use the Personal Information in your library card account for marketing purposes.   
  
The library is a member of the C/WMARS network which provides the library’s catalog, circulation system, and some online resources. Because your library card can be used to request items from all C/WMARS member libraries, the contact information you give us when you set up your account is visible to staff at the more than 140 C/WMARS member libraries. Circulation, borrower registration, and usage records are managed by C/WMARS and the Nahman-Watson Library observes their privacy policy (see [**www.cwmars.org/content/privacy-policy-0**](http://www.cwmars.org/content/privacy-policy-0) for details).  
  
We do not reveal your library card account information to anyone but you, except in the following circumstances:   
● You can authorize individuals to pick up your holds and/or to borrow materials on your behalf, at your request. These individuals will need to have access to some of your information.  
● If you fail to pay a library bill over $30.00 for more than 30 days (payment for a lost book, for example), a hold will be put on your account in the college’s financial database. Other college staff will be able to see that you have a bill with the library, but will not be able to access other information about your library account.   
● In the case of a valid order, subpoena, or warrant, the library may be required to share your information with the relevant authorities. No confidential information on library patrons will be revealed without a subpoena or search warrant.

**3. Account password:** When you open a library card account, library staff will set a password for you, which you can reset. You password is encrypted and is not visible to library staff. This means that we cannot look up your password for you, but we can reset it.

**4. Library account records**: Library records which may reveal your interests or research, including books checked out, bills due, and holds placed, are protected by law and library policy. Your checkout history is purged from your account 7 days after you return items and your hold history after you pick up the item or the hold expires. Library staff **are** able to see the last patron who checked out a particular item, which means that your name will be linked to the record for a book or other library item until another patron checks out that same item.   
  
For some expensive items, including laptops, telescopes, bicycles, wireless hotspots, digital cameras, etc., you will be asked to sign a waiver, which may also include some Personal Information. The library will retain the signed form until you return the item in good condition. If the item is returned in good condition, we will shred the form. If the item is damaged, we will retain the form until you have paid a fee, after which it will be shredded.

**5. Internet usage**: You may use library desktop computers without registering or submitting any Personal Information. The library keeps no permanent record of the internet sites you visit, the online resources you use, or the searches you perform on our website. All usage data is purged from library computers at the end of every user session. When you check out a laptop, the library resets the computer, purging any data that may be saved to it, upon its return.

**6. Third-party services:** The Nahman-Watson Library has contracts with many third-party vendors. These include the databases that you access through the library website, including Ebsco, Films on Demand, Gale, and more. In order to sign in to these services from off-campus, you must sign in with your library card number and password. The Nahman-Watson Library and C/WMARS do not share your library account information with these vendors, but do verify that you have a valid account. Some vendors may ask you to provide additional information to set up a personal account. Please be aware that these third-party vendors have different privacy policies and may track your online activity in ways that the library does not.