

CLAMS Privacy Policy

Cape Libraries Automated Materials Sharing (CLAMS) is committed to protecting the privacy of patrons' personal information as well as information regarding individual use of the member libraries or their services.

CLAMS adheres to Massachusetts General Laws Chapter 78, Section 7, which states that library records shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute. CLAMS considers circulation and registration records identifying the names, addresses, and telephone number of library patrons, as well as materials borrowed or accessed electronically, not to be part of the public record.

The information collected by CLAMS is limited to what is believed necessary or useful to conduct library business. Personal information gathered such as name, address, phone number and email address are gathered for the purpose of identification and accountability for use of Library materials. Records of Library use (i.e. amount of or titles of materials checked out and returned or services used) are maintained only for the purpose of statistics.

CLAMS staff and/or officers will not retrieve and/or disclose borrower information for the purposes of generating mailing or solicitation lists for member libraries or other parties.

Staff at member libraries shall respect the confidentiality of borrower information. CLAMS staff and/or officers are not responsible for violations of confidentiality occurring at member libraries.

CLAMS keeps no permanent record of Internet sites visited by library patrons, the electronic databases accessed, or the searches performed by individual patrons.

Library patrons should be aware that CLAMS and other Massachusetts library organizations license commercial databases from a variety of vendors. CLAMS will make every effort to restrict electronic database vendors from collecting and using identifying personal information of its library users, however it provides no guarantee that personal information will not be shared with third parties.

CLAMS counts the number of viewers of different web pages within the sites it hosts, using standard web server log files. This information is collected in order to improve the content offered on those sites and may be used to compile statistical reports. These logs do not include names, phone numbers, addresses, email addresses or other identifying personal information.

Email messages sent to CLAMS or a member library may be stored or forwarded to others within CLAMS or to member library staff in order to respond to a request for information.

Library patrons may provide their library with an email address in order to receive periodic mailings with information about new acquisitions, items about to fall due, or items being held. This service can be discontinued by contacting the library.

CLAMS has appropriate security measures in place in our physical facilities to protect against the loss, misuse or alteration of information that CLAMS has collected from patrons and stored at our site. CLAMS takes many measures to safeguard user information, but cannot and does not guarantee that every task completed via its network is private.

Individual CLAMS libraries may have local privacy policies that may apply in addition to this consortium Policy.

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