

North Chicago Public Library  
2100 Argonne Drive  
North Chicago, IL 60064 Board of Trustees

Policy #024

## SMS Policy

Adopted September 9, 2025  
Revised

### Introduction

This privacy policy outlines how our public library collects, uses, discloses, and safeguards personal information provided by patrons who opt into our SMS program. By participating in our SMS program, patrons agree to the terms outlined below.

### Information We Collect

- **Personal Information:** When patrons voluntarily provide their information, we collect the following personal data:
  - **Names**
  - **Phone Numbers**
  - **Email Addresses**
  - **Non-Personal Information:** We may also collect non-personal information related to patron interactions with our SMS program.

### Data Collection Methods

We collect patron data through the following methods:

**Opt-In Forms:** Patrons provide their information when signing up for library programs via an online form.

**Opt-In Text:** Library runs an opt in via text campaign allowing individuals to text a keyword to join.

### Purpose of Data Collection

We collect patron information for the following purposes:

**Program Communication:** To send program updates, reminders, and relevant information via SMS.  
Opt-In and Opt-Out Details

- **Opt-In Process:**
  - Patrons explicitly consent to receive SMS messages by providing their information during program sign-up
- **Opt-Out Process:**
- Patrons can opt out of our SMS program at any time by:
  - Contacting the library directly to request removal from the program.
  - Replying to message with keyword STOP
  - Upon opting out, patrons will no longer receive SMS messages from us.
  - Email the library at [info@ncplibrary.org](mailto:info@ncplibrary.org)

## User Rights

Patrons have the following rights regarding their personal data:

- **Correction:** Patrons can request corrections to inaccurate or incomplete data.
- **Deletion:** Patrons can request deletion of their data.
  - Contacting the library directly to request removal from the program.
  - Email the library at [info@ncplibrary.org](mailto:info@ncplibrary.org)
- **Withdrawal of Consent:** Patrons can withdraw their consent to participate in the SMS program using the same methods listed for deletion of information above.

## Help and Support

If patrons have questions or need assistance related to our SMS program, they can call our reference department or email the library at [info@ncplibrary.org](mailto:info@ncplibrary.org)

## Costs

Participation in our SMS program is free of charge. However, standard messaging rates may apply depending on patrons' mobile service providers.

## Third-Party Sharing

We do not share SMS opt-in consent with any third parties. Your information remains confidential within our library system.