



## Patron Record Confidentiality Policy

Board reviewed and approved January 28, 2020

This policy establishes the guidelines for the protection of personally identifiable information contained in library records or accessible within the library or through its computer systems.

Indiana Code 5-14-3-4(b) allows public agencies the discretion to withhold certain records from public access. Number 16 of that section specifies “information identifying library patrons”. *Therefore, no information that links a specific individual to specific material or services used will be released to any person, agency, or organization, except in response to a valid court order by a judge or a grand jury.* Any such request received by library staff will be immediately forwarded to the Library Director, who will seek the opinion of an attorney regarding the validity of the order prior to the release of requested information.

Recognizing that the freedom to read, listen, view, and access information without concern that one’s habits, choice of material, or borrowing record might face public scrutiny is one of the basic axioms of library service, the *Library seeks to protect the privacy of library users and to maintain the confidentiality of an individual’s library records.* Library records include patron registration data, circulation, overdue, and reserve records, participation in library-sponsored programs, record of library visits, and/or any data or knowledge gained by library personnel in the performance of library service to an individual.

Each patron has individual control over his or her library card and presentation of the card permits access to information about the borrower’s current circulation record. *Staff shall not disclose or release Patron Records to any person other than the patron named in the record (i.e. the library card holder), unless the requestor is also the person who signed to accept financial responsibility for the card holder or has associated accounts.* The requestor must present the library card to receive this information. Therefore, a family member who presents the card of another family member will be permitted access to the current circulation record.

Any patron requesting by telephone a list of items checked out on a specific card must use the barcode number. *Library staff shall not give out any specific information without the library card barcode number;* staff may only give out the number of items due and the due date.

The library does not maintain a record of transactions, except for the time period during the actual transaction (circulation, maintenance of records on unpaid fines, reservation of materials). Nothing in this policy shall prevent library personnel from using records in the administration of regular duties. When no longer needed for library administration purposes, patron records will be expunged.

Attested \_\_\_\_\_ Date \_\_\_\_\_  
(Secretary)