

OTIS LIBRARY

CONFIDENTIALITY OF PATRON RECORDS

PURPOSE

The purpose of the Confidentiality of Patron Records Policy is to ensure the confidentiality of borrower information at Otis Library.

POLICY

It is the policy of Otis Library to protect the privacy of those who use the Library. Staff members and volunteers shall protect information about Library borrowers, their requests for information and materials, the online sites and resources they access, and their loan transactions. Staff members and volunteers shall not transmit such information to individuals or to any private or public agency without an order from a court of competent jurisdiction, or as otherwise required by law.

If your child is under the age of 16 their library materials may be picked up by a parent or guardian. The library is not able to release your materials to someone else if you are aged 16 and older unless the person who is picking up your materials has your library card or if you complete a form which authorizes them to do so.

A borrower may indicate which party or parties can act on his or her behalf to pick up waiting holds by sending his or her library card or notice with another party. Adult cardholders can also designate up to 3 other adult cardholders to pick up reserved materials for them by completing a "Holds Pickup" form. This authorization is specifically noted in the cardholder's account.

Exceptions to this Policy do exist:

- Law enforcement personnel seeking specific information on material currently charged out to a Library patron must present the Library with a court order, process or subpoena requesting the information. Should the requesting party pursue obtaining a court order, the Director shall consult with the Library's legal counsel to determine if the order is in good form and if there is a showing of good cause for its issuance.
- Parents and legal guardians may request and receive a list of titles currently checked out to their minor children. If the request is for circulation information for a minor child, the staff member receiving the request shall make a determination as to whether the requesting party is the parent/legal guardian and proceed accordingly. If there is any question, the matter should be referred to the Director.

The Library staff member receiving a request to examine or obtain information relating to circulation records identifying the names of library users with materials they may have borrowed will explain the Confidentiality of Patron Records Policy, referring the person making the request to the Director if necessary. A copy of the policy is available on request. Any problems, threats, or unauthorized demands concerning the revelation of circulation records should be refused and referred immediately to the Director.

The Library's circulation control system does not store information about past circulation transactions that have been successfully completed. Only those items currently checked out to a patron and those for which fines are currently owed are stored in the computer. In the normal course of circulation control, holds, and overdue procedures, Library staff has access to and may have occasion to consult patron circulation records. Such access does not constitute a violation of this Policy.