

UPPER MORELAND FREE PUBLIC LIBRARY

PATRON RECORD CONFIDENTIALITY

Revised:	N/A
Next Review:	4 th Qtr 2021
Reviewed	N/A
Original:	12/11/2019

I. POLICY

- A. The purpose of this policy is to state what the library will do with respect to a request for personally identifiable information by a third person who is not a part of a legal process and what the library will do with respect to a request for personally identifiable information as part of a legal process relating to the patron record.
- B. In accordance with Pennsylvania law, 24 PA Cons. Stat. Sec. 428, the board recognizes and respects the confidentiality of records related to the circulation of library materials that contain the names or other personally identifying details regarding library patrons. These records include but are not limited to personal names, addresses, phone numbers, items in circulation, number of items checked out, items requested, library accounts denoting fines, fees and items.
- C. The library's confidentiality policy safeguards the First Amendment and privacy rights of library users.
 - 1. The board supports the concept of intellectual freedom and the right of each citizen, regardless of age, to free access to information without fear of intimidation or recrimination.
 - 2. The library advises employees, volunteers and patrons that all library records that contain names or other personally identifying details regarding the users of the library system are confidential.
- D. The board further subscribes to the American Library Association Library Code of Ethics, Section III, which states, "We protect each Library user's right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired, or transmitted."
- E. Records may be disclosed upon request with the consent of the library patron. Consent of the patron is implied by possession of the library card unless the card is known to be lost or stolen.
- F. In all instances and regardless of circumstances, the library safeguards access to patron library records and restricts access to that information to the patron who owns the library card or patron that has been provided that library card by the card owner. Confidentiality may not be waived for a spouse, parent or other relatives age 11 or older.
- G. The library record of a minor child has the same confidentiality protection as that of other library users with the exception that the library staff will provide information regarding library transactions on cards issued to minor children under the age of 11 to the parent or legal guardian of the card holder provided that they produce

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identification, the child's library card and are able to verify the child's address, telephone number and date of birth.

- H. No library records will be made available to federal, state or local law enforcement agencies except by a court order as required by law.
 - 1. As a member of the Montgomery County Library Information Network Consortium (MCLINC), UMFPL staff members presented with official court orders for release of patron information will refer the official to the MCLINC executive director.
 - 2. Under no circumstances will library employees provide patron records to law enforcement agencies.
- I. If library records are requested under the USA Patriot Act, staff members will state that only the MCLINC executive director is authorized to address such requests. If the gag order is in effect, no information about the request will be given to anyone.
- J. No library employee may use patron records for any purpose except that directly related to the discharge of his or her duties.
- K. Library staff will maintain respect for confidentiality regarding patron reading or related interests in both informal conversation as well as formal duties.
- L. When inquiring about materials related to a patron record, staff members will not specifically identify that material unless speaking directly to the card holder.
 - 1. If information is requested by a person other than the card holder, staff members should state that they are only permitted to discuss specific information with the card holder.
 - 2. If the card belongs to a minor child under the age of 11, only the parent or legal guardian of the card holder may be provided with the information requested when they produce identification, the child's library card, and are able to verify the child's address, telephone number and date of birth.
- M. Library staff may provide a patron with their own record information:
 - 1. Online – after registering in person for a password. The library does not keep records of individual patron passwords.
 - 2. In person – upon presentation of their library card, library notice or acceptable identification.
 - 3. By telephone – after verification of name, address, and telephone number or the library card number.
- N. Family members or friends who present a library card belonging to another individual may use that card to borrow materials unless it has been reported stolen or missing.

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1. Any information about items borrowed on that card will be available to the individual holding the card.
2. Upon request the library will mail a printout of transactions to the address of the card owner.

II. DEFINITION:

- A. Acceptable Identification refers to a valid driver's license, a valid PA DMV issued photo identification card, photo ID plus a valid voter registration, and passport.
- B. Records are defined as the identifying details regarding the library patron including but not limited to the circulation of library materials, computer database searches, interlibrary loan transactions, and requests.

III. RESPONSIBILITY: The director shall establish necessary procedures.