

# UPPER MORELAND FREE PUBLIC LIBRARY

## PATRON RECORD CONFIDENTIALITY

Revised:	12/11/2024
Next Review:	4 <sup>th</sup> Qtr 2024
Reviewed	11/19/2024
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### I. POLICY

- A. This policy outlines the library's response to requests for personally identifiable information, both from third parties not involved in a legal process and from those seeking information as part of a legal process involving patron records.
- B. In accordance with Pennsylvania law, 24 Pa.C.S.A. § 9375 , [Privacy of Circulation Records](#), 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 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 their 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 identification, and are able to verify the child's address, telephone number and date of birth.

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- 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 Headquarters.
  - 2. Under no circumstances will library employees provide patron records to law enforcement agencies.
- I. If library records are requested under an act passed by Congress, staff members will state that only the MCLINC executive director is authorized to address such requests. Staff members will report this request to the Director unless a gag order is in effect, in which case no information about the request will be shared with 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 another patron's record without their card, staff members will state that they are only permitted to discuss specific information with the card holder.
  - 1.
  - 2.
- M. Patron record information will be made available:
  - 1. Online – after a setting up an account 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.
  - 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.

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## II. DEFINITION:

- A. Acceptable Identification refers to a valid driver's license, a valid PA DMV issued photo identification card, or a photo ID plus a government issued document listing their name and home address.
- 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.