

5/21/19

Patron Confidentiality Policy

We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted. – Principle No. 3, American Library Association Code of Ethics.

The Rockwell Falls Public Library is committed to patron privacy and user confidentiality. It is a core value of the American Library Code of Ethics and a value we hold very closely for the protection of our patrons.

Disclosure of patron records:

- Circulation, registration information, and information retrieval records may only be disclosed to the cardholder.
- May only be disclosed to individuals authorized (with written note of permission from the cardholder) to access account.
- May only be disclosed to law enforcement under the support of a subpoena or search warrant.
- Staff may not disclose personal identifiable information to any other party except where required by law or to fulfil a service request.

Breach of Confidentiality:

Any employee or volunteer who discloses information in violation of this policy commits an offense and is subject to disciplinary action and may be subject to criminal prosecution.

Note on parents and children.

We respect the privacy of patrons of all ages. We cannot disclose a child's title history unless the parent provides us with the child's library card or card number.

Data security.

We take action to protect our patron's personal identifiable information by electronically purging this information when it is no longer needed. We regularly remove cookies,

browsing history, cached files, or other computer and Internet use records that are placed on our computers or networks.

We ask that when you are finished using one of our public use computers you make sure and close out of all websites and documents to ensure any personal information is not left in view.

Patrons responsibilities to other patrons.

- We ask our patrons to respect each other's privacy as well. Therefore, we do not allow any audio/video recording within the library during library operating hours by either patron or staff. We are a small library and details of a circulation transaction could easily be recorded in the process of creating an audio/video.
- We ask patrons not to sit so close to other patrons at the public use computers as to where they might be able to view any details.