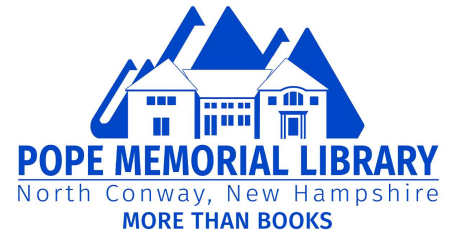


Library User Records Confidentiality



The choice of library materials and use of the informational services of the library is a private endeavor for each individual patron. To make full use of library resources, patrons must not feel constrained by the possibility that others may become aware of what books they read, the resources they use, or the questions they ask. The Pope Memorial Library will make every reasonable and responsible effort to see that information about patrons and their choices remains confidential.

The library endorses the Code of Ethics of the American Library Association, which states, “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.”

- Users may conduct only legal activity while using library resources and services. Nothing in this statement prevents the library from exercising its right to enforce rules of behavior, protect its facilities and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. Staff is authorized to take immediate action to protect the security of library users, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individuals perpetrating a crime or a violation of library use policies.
- The director is the official custodian of records for the library. As the official custodian of records, the library director is responsible for responding to any request for library records or information about a library user.
- If patron information is requested by a member of the police force, state, or federal agency no information is to be provided. Police requests should be referred to the director. In all circumstances, employees and volunteers will follow the procedures set forth in this policy before responding to requests for library records and user information.

The library will not disclose personally identifiable information about individual patrons to any requester unless required to do so by law.

This information includes:

The identity of users (names, addresses, telephone number)

Materials users have borrowed from or through the library

Online services used

Reference consultations conducted in person, via phone, email or live-chat

This type of information is confidential and may only be released under very specific circumstances.

We acquire only the personally identifiable information reasonably necessary, and retain it for the shortest length of time possible. Information we gather and retain about current library users includes the following:

- Information required to register for a library card
- Records of materials checked out, charges owed, payments made

- Requests for interlibrary loan or reference service
- Sign-up information for newsletter or other library events
- Email lists for distribution of library information

We will not sell, license or disclose personal information to any third party except an agent working under contract for the library, unless required to do so by law or with the consent of the patron.