

4A | Library Records Confidentiality**Revised:** 6/12/19**Purpose**

All records pertaining to patron transactions and the identity of registered library patrons are confidential material. The Library does not make available the records of patron transactions to any party, except in compliance with the law. The Library does not make available lists of registered library patrons, except in compliance with the law.

Specific record types, for the purposes of this policy, include any document, record, or electronic method of storing information retained, received or generated by the Library that identifies a person or persons requesting, using or borrowing library materials. The Library shall not divulge patron-identifiable information to anyone other than the borrower. Such records shall not be made available to any agency of state, federal or local government, except pursuant to a court order issued through a legal process, order, or subpoena, as allowed by state or federal law.

PCI Compliance

The Library maintains full Payment Card Industry Data Security Standard (PCI DSS) compliance at all times, recognizing that electronic payment via credit card or credit card payment in person at the Library, including account numbers and other related information, as confidential information. The Library does not store any credit cardholder information electronically. Any data resulting from credit card transaction, whether online or in person, is noted only in paper reports and includes only the last four digits of any credit card account number.

Patron-identifiable information does not include statistical records relating to use of the Library or its materials and services that cannot be used to identify particular patrons or information concerning behavioral issues in the Library's records regarding a patron.

Non-Disclosure

Library staff will under no circumstances disclose any patron-identifiable information about any patron to the public, the media, or to any government agency. Library staff will not permit any person access to any non-public computers, files, or records that may contain patron-identifiable information.

Only after receiving general authorization from a Security Team Member, may Library staff disclose patron-identifiable information under the following circumstances:

Roselle Public Library District

Administrative Policies

- Patrons requesting access to records held by the Library concerning their own selves, following verification of their identity.
- Law enforcement officers requesting the name and description, if personally known to Library staff, of any person who has committed, is committing, or threatens to commit a crime affecting Library staff, Library users, Library Trustees, or Library property.
- Law enforcement officers requesting more information from a staff member who is witness to such a crime or bears knowledge regarding such a crime.
- To provide information about lost, overdue, or damaged materials to the properly-identified parent or guardian responsible for a minor or adult patron's library card account.

In general, when contacting a patron, patron-identifiable information such as the title or subject of a requested item available for pick-up may not be left on a recorded voice message.

Library Security Team

The Executive Director and Persons-in-Charge form the Library Security Team. The role of the Security Team is to review this and other related policies and topics on a regular basis. No staff member, volunteer, or trustee may provide authorization to release patron-identifiable information as listed in the preceding section, or to otherwise deal with law enforcement or patron requests for patron-identifiable information, with exceptions as noted in the following section.

The Executive Director and the Library Security Team are authorized to handle all investigatory requests by government officers/officials and have the authority to accept, deny, or comply with subpoenas, warrants, court orders, and other investigatory documents directed to the Roselle Public Library District or pertaining to Library property.

Exceptions

The Executive Director, primarily and in concert with the Library's legal counsel, and members of the Library Security Team, secondarily, may, under the following circumstances, provide approval of the release of patron-identifiable information other than the information listed in previous sections of this policy:

- If presented with a search warrant, subpoena, or court order by local, state, or federal law enforcement officials
- If ordered to release patron-identifiable information by a government body or agency

Adopted: 9/13/00

Revisions/Reviews: 3/14/12,

4/12/06, 9/10/03

