

4A | Patron Privacy & Confidentiality**Adopted:** 4/9/25**Purpose**

The American Library Association (ALA) Library Bill of rights states: "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use." Roselle Public Library District seeks to protect patron privacy by treating library records relating to an individual's use of the Library and its resources as confidential.

Library Records Confidentiality

The Library Records Confidentiality Act (LRCA), 75 ILCS 70/1, mandates the confidentiality of all library registration and circulation records containing personally identifiable information relating to an individual's use of the Library and its records, facilities, and services.

Confidentiality includes, but is not limited to, circulation of library books, periodicals, and other materials, electronic resource searches, interlibrary loan transactions, reference requests, and use of audio-visual materials, as well as information and documentation provided by an individual when registering for a library card. The library will not sell, lease, or disclose confidential information to outside parties unless required to do so by law.

Library records may only be disclosed to the following:

- Library employees performing job duties.
- The account owner, upon presentation of their library card or proof of identity.
- Properly identified parents/guardians responsible for a minor or adult patron's library card account.
- Others who are authorized by the account owner to pick up requested materials. Any person in possession of a physical library card or a library card number is assumed to be the account owner or have the permission of the account owner to access the account.

When contacting a patron by phone, staff are not authorized to disclose detailed information such as the title or subject of a requested item available for pickup on a recorded voice message.

Unless otherwise required by law, library records containing personally identifiable information will not be made available to any agency of state, federal, or local government unless a warrant, court order, or other investigatory document is issued by a court of competent

jurisdiction that shows good cause and is in proper form. The Board of Trustees has authorized only the Executive Director and their designee(s) to receive or comply with requests from law enforcement officers. The Executive Director and their designee(s) will confer with legal counsel before determining the proper response to a subpoena, search warrant, or other request for information from law enforcement in accordance with the Library Records Confidentiality Act.

The library will comply with the exception contained within the Library Records Confidentiality Act, 75 ILCS 70/1(a)(2), regarding information requests from law enforcement officers, without a court order or search warrant, in emergency situations, provided all the following conditions are met:

- The information is requested by a sworn law enforcement officer who represents to the library that it is impractical to get a court order because of an emergency;
- The officer has probable cause to believe there is imminent danger of physical harm;
- The information requested is limited to identifying a suspect, witness, or victim of a crime; and
- The information requested does not include registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the library.

Law enforcement officers who seek the emergency release of information must sign an acknowledgement form (see Policy 4A Exhibit 1) when requested to do so by the Library.

Under this exception, only information identifying a suspect, witness, or victim of a crime may be disclosed to a law enforcement officer without a court order; all other information remains confidential without a court order.

Routinely Collected Information

The library may collect the following personal information to allow for and manage access to library services:

- Name
- Date of birth
- Email address
- Mailing address
- Telephone number
- Library barcode number
- Library materials currently checked out or requested

- Fee and payment history
- Event registration
- Demographic information

Thirty-Party Vendors

Any technology employed in the provision of library services will be designed to collect or maintain the minimum possible amount of personally identifying information, with such information residing only in a secured electronic environment, not subject to intentional or accidental exposure to unauthorized individuals.

The Library uses third-party vendors to provide digital content, including digital books and audiobooks, digital movies and music, and other online resources. Some of these vendors may collect and share personally identifiable information that patrons choose to provide them in order to use their services. Patrons have the option to choose not to use these third-party vendors.

The Library cannot guarantee the privacy of online activity, transactions, or communications accessed via the Library's computers or via the Library's internet network. Given that the library is a public place, each user should exercise caution when using library computers or the internet network to avoid unauthorized or accidental disclosure, use, or dissemination of personal information. Internet users should not expect or treat their online activity as confidential or private. The Library is not responsible for and does not guarantee the privacy of its patrons when using library technology resources, even those provided by or linked from the library's website, or recommended for use by its employees.

The library participates in reciprocal borrowing. It is sometimes necessary for libraries to share information with each other to be able to provide service to the patron and to collect outstanding materials owed. The Library will honor requests from other libraries that need this information for legitimate purposes. Implicit in a patron's agreement to participate in the reciprocal borrowing program is the patron's consent for the various libraries involved to exchange pertinent information as may be necessary to retrieve library materials.

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. Any data resulting from a credit card transaction, whether online or in person, are either encrypted or include 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.

Library Website User Privacy

Roselle Public Library District is the sole owner of the information collected on our website. We will not sell, share, or rent this information to others in any way that departs from this policy. The library collects information from our patrons at several different points on our website.

Website Interactions

In order to use some features of this website, including e-news sign up, 3D printer submissions, and various suggestion and contact forms, patrons must enter contact information, including their name and email address. This information is used to contact patrons about the topics or services on our website for which they have expressed interest.

Cookies

The Library uses cookies to facilitate patron access to our online catalog and electronic resources. Cookies are small data files that are sent to an individual's web browser, that are then stored on an individual's computer or device. These cookies do not collect, store, or maintain a library patron's personally identifiable information. Patrons have the option of disabling or not accepting cookies by changing the preferences on their browsers. If patrons disable cookies, they will still be able to use the library's website and online resources, but certain features and functions may be limited.

Website Statistics

The Library uses IP addresses to analyze trends and gather broad demographic information to assess aggregate use for reporting purposes, such as general location (city and country) and operating system. IP addresses are not linked to personally identifiable information by the Library.

Links to Other Websites

The Library's website contains links to other websites not maintained by the Library. The Library is not responsible for the privacy practices of any other websites. The Library encourages individuals to become familiar with these privacy practices of other websites and be mindful when asked to disclose personal information.

Opt-In/Opt-Out Features

Library patrons are given the opportunity to "opt in" or "opt out" to electronic communication, like the Library's e-newsletter, and certain library account functions, including borrower history and preferred method of contact for account updates.

Correction/Updating Personal Information

If a patron's personally identifiable information changes (such as ZIP Code or email address), or if a patron no longer desires contact or service from the library, it is the patron's responsibility to provide library staff with updated information or request the deletion of information from the Library's database.

Compliance

Though access to patron information is limited, all employees, elected officials, contractors/vendors, and volunteers of Roselle Public Library District are required to comply with this policy. Employees whose conduct violates this policy will be subject to discipline, up to and including termination, per the guidelines of the Library's personnel policies.

Policy History: Replaces former policies 4A, Library Records Confidentiality and 9D, Website User Privacy



Roselle Public Library District

Law Enforcement Officer's Emergency Release of Information Request

The Library Records Confidentiality Act, 75 ILCS 70/1, et seq., (the Act), requires a court order before a library may release identifying information or records unless the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm.

The release of identifying information under these emergency circumstances is restricted as follows:

- The information requested must be limited to identifying a suspect, witness, or victim of a crime.
- The information requested without a court order may not include the disclosure of registration or circulation records that would indicate materials borrowed, resources reviewed, or services used at the Library.
- If requested to do so by the Library, the requesting law enforcement officer must sign this form acknowledging the receipt of the information. The Library may seek subsequent judicial review to assess compliance with Section 1(a)(2) of the Act, 75 ILCS 70/1 (a)(2).

Officer's Acknowledgment

I am a sworn law enforcement officer. As a result of an emergency where I have probable cause to believe there is imminent danger of physical harm, it is impractical to secure a court order for certain identifying information I have requested from the Library. I acknowledge receipt from the Library of the information I have requested.

Staff Notes

Officer's Printed Name

Officer's Employing Agency

Officer's Badge Number

Officer's Signature

Date Signed