

Dunlap Public Library District Confidentiality of Records Policy

Adopted May 2006

Last Reviewed 28 February 2022

Pursuant to (75 ILCS 70/1), It is the policy of the Board of Trustees of the Dunlap Public Library to insure the privacy of the users of its services and considers any patron-identifiable library records to be confidential in nature. Patron-identifiable library records are collected only when they are necessary for the fulfillment of the Library's mission or for the purpose of protecting public property and are not to be used directly or indirectly to identify the types of materials used by individual library patrons. Patron-identifiable library records include any information that links a patron to use of particular library materials, resources, or services, or that identify a patron's choices, tastes, or research interests. Such records include, but are not limited to, all types of registration and circulation records, temporary Internet files stored in a computer, computer sign-up sheets, inter-library loan requests and records, patron requests to reserve, recall or obtain certain materials, reference librarian's notes pertaining to patron requests for assistance, and all correspondence with patrons having to do with use of library resources including email. Even records that do not include a patron's name, but refer to some other identifiable characteristic, such as the patron's library card number, address, driver's license number, or phone number are considered patron-identifiable library records. In addition to physically extant records, patron-identifiable library records include computers, computer components, and electronic storage media containing such records.

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 concerning particular patrons.

No identifiable library records shall be made available to members of the public, the press, or any agency of state, federal, or local government, except pursuant to such process, order, or subpoena as may be authorized by a court under the authority of and pursuant to federal, state or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power. Any costs incurred by the Library in any search through patron records, even under court order, shall be chargeable to the agency demanding such search. Only the Library Director and Board of Trustees are authorized to accept and respond to such court orders. If the order requires immediate compliance, the designated librarian-in-charge, may respond to such an order, but should first attempt to notify the Library Director or Library Board President. Whenever possible the Library's staff should seek to have the court order reviewed by the Library's Attorney before complying.

Patron-identifiable information may be disclosed without a court order only in the following circumstances:

- A patron may have access to any patron-identifiable records the Library holds about him or her, if the patron presents his or her library card. Telephone callers who provide their library card number will be treated the same as in person visitors.
- **If the patron is under age 18, the minor's responsible adult who signed the application card may have access to the circulation records of that child.**

When contacting a patron, patron-identifiable information (such as the title or subject of a requested item available to be picked up) may not be left on an answering machine or voice mail to the patron.

Patrons may access their account information online using the RSACat website, or the RSA Mobile App.