



## Confidentiality of Records

The Mattoon Public Library abides by Illinois Law which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Mattoon Public Library does not make available the records of patron transactions to any party except in compliance with the law. The Mattoon Public Library does not make available lists of registered library patrons except in compliance with the law.

Records will not be given to **anyone** without a lawfully obtained warrant or subpoena. This applies to all records maintained by the library that pertain to patron registration, transactions, or usage of library materials or technology. The only exception to this practice will be records pertaining to a minor child. In this instance, records that apply to overdue materials and materials currently on loan may be given to the parent or legal guardian.

If the library is served with a lawfully obtained warrant or subpoena, the following procedures shall be in place.

- The Director shall be the contact point for dealing with law enforcement officials. If he or she is not currently in the building, he or she should be immediately contacted at home
- The Director will contact the City Attorney for advice before the law enforcement officials are allowed to continue.
- Once the City Attorney verifies validity and extent of warrant, the library will offer full cooperation within the boundaries of the warrant. No additional information will be offered.
- The Director will contact the Board of Trustees and will keep them informed as to the status of investigation.

Nonessential patron records will not be kept by the library.

Titles of books checked out to a patron, books on hold for a patron, and books that are overdue on a patron's account will not be given to anyone other than the patron; this includes family members. The only exception to this rule will be in the case of a minor child.

## Confidentiality and Privacy

The Mattoon Public Library follows State and Federal Law regarding privacy of library users' records and information.

It is the Mattoon Public Library's policy to erase all patron use records, except those that are essential for library operations. When a computer session is ended, all information about that session is deleted, including a history of sites visited.

## Confidentiality Policy

### Patron Requests

A patron must present either their barcode number or a photo ID, either in person or on the telephone, before any information will be given concerning:

- A. Items charged out
- B. Items overdue
- C. Fine information
- D. Hold information (either items on hold or those awaiting collection)

When speaking to a family member and not to the patron, information about the material should be restricted as to information that does not reveal the content. Sample:

1. A book borrowed is overdue and should be returned.
2. A book that had been reserved is now in and can be picked up.

If information is requested by a person other than the patron, the staff should state that they are only permitted to discuss specific information with the patron.

#### Patron Information

Address, phone numbers, or any other personal information from a patron's record may not be given out without direct consent of the Library Director.