

Patron Confidentiality Policy

(Adopted May 2014; revised July 2017)

The Stickney-Forest View Public Library District and its Library Board of Trustees recognize that privacy is essential to the exercise of free speech, free thought, and free association.

All patron records shall be kept confidential in accordance with Illinois Compiled Statutes 75 ILCS 70.

The Library also follows the laws associated with the USA Patriot Act HR 3162 RDS - October 24, 2001. This Act may be cited as the 'Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism (USA PATRIOT ACT) Act of 2001'.

All patron records, except statistical reports of registration and circulation, are confidential. Physical, electronic, and procedural safeguards are maintained to protect patron information. Library staff will only access these records in the course of performing duties as employees of the Library.

Adult patrons will have access to their records:

- Online using their Library card number and personal identification number (PIN)
- Over the telephone by providing their name, Library card number, and at least one other form of identifying information
- In person, by presenting their Library card or valid photo identification

Parents/Legal Guardians will have access to their minor child's records:

- Online using their child's Library card number and personal identification number (PIN)
- Over the telephone by providing the child's name, Library card number, date of birth, and at least one other piece of personal information in the record (e.g. phone number or email address)
- In person by presenting the child's Library card or valid photo identification identifying them as a parent/guardian on the child's record

The Library and its staff will not disclose information about a cardholder's record or use of the Library to anyone other than the cardholder except with the cardholder's written permission.

Confidentiality shall extend to all records of other uses of the Library including but not limited to materials borrowed, program attendance, questions asked, and presence in the building.

The Library does not sell, lease, or otherwise distribute or disclose a patron's name, email address, postal address, telephone number, or other personal information to outside parties.

Because of the nature of the Internet, the Library cannot guarantee patron privacy when using online resources. Patrons must exercise caution to avoid unauthorized disclosure, use, and dissemination of personal

identification information. Parents must caution their minor children which personal facts are not to be shared on the Internet.

Web site data is separate from an individual's Library account data. The Library maintains no records of patrons' online activity including what web sites were visited. The Library also offers a wireless network that allows patrons to connect to the Internet on their personal devices while visiting the Library. Data accessed and sent over this wireless network is not encrypted, and patrons are advised to adopt adequate security measures when using this resource.

Records shall not be made available to any agency of State, Federal or local government, except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, Federal, State or local, civil, criminal or administrative discovery procedures or legislative investigatory power. Requests for information about patron records from any law enforcement officials or any other outside agency must be referred to the Library's Director.

Nothing in this policy shall prevent the Library from turning over records of delinquent borrowers to the Library's authorized collection agency, or to a court of competent jurisdiction in which court the Library is prosecuting delinquent borrowers, nor impede nor prevent the timely mailing of overdue notices to delinquent Library borrowers.

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Illinois Library Records Confidentiality Act (75 ILCS 70)
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