



# WESTCHESTER PUBLIC LIBRARY

## Confidentiality of Patron Records Policy

This policy establishes the protection of personally identifying information contained in patron records or accessible within Westchester Public Library or through its computer systems.

1. A “Patron Record” is defined as information created, received, maintained, or stored by the Library, in any format, that:
  - a. identifies a person as having requested or obtained specific materials and/or information from the Library, including research requests, or
  - b. identifies a Library patron by name, address, telephone number, email address, or any other similar manner, or
  - c. otherwise links a Library patron with identifiable uses of or incidents with Library materials, facilities, or services.
2. Only authorized staff members, authorized independent contractors, and other authorized agents of the Library shall access Patron Records, and such access shall occur only as needed when acting within the scope of duty in the administration and maintenance of the Library system and in administering Library transactions.
3. Library staff shall not disclose or release Patron Records to any person other than the patron named in the record, unless the requestor is also the person who signed to accept financial responsibility for the patron in question (e.g., a parent or legal guardian of a minor or other individual), in which case the requestor must present current, legal identification to receive information from the Patron Record.
4. Any Library patron requesting in-person a list of items checked out to a specific Library card must present current, legal identification showing them as the cardholder or party responsible for the card. On the telephone, Library staff must be told the full barcode number of the Library card, and may only respond with the number of items borrowed and corresponding due dates.
5. Disclosure or release of Patron Records to a third party not expressly noted in provision #2 shall only occur upon the Library’s receipt of a valid subpoena, court order, signed written consent from the patron, or other legal process. In such cases, the Library Director or other designated staff member, and/or the Library Board of Trustees, along with legal counsel when necessary, shall be responsible for determining whether or not a third party Patron Record request is valid and should therefore be satisfied. Any costs incurred in such cases shall be borne by the individual or agency making the request.
6. Emergencies involving public health and/or public safety may require an immediate decision. In such cases, the Library Director or other designated staff member shall be responsible for

determining the emergency release of information, and legal counsel will be consulted either during or following the emergency.