



POLICY: Confidentiality of Patron Records

Purpose

To ensure the confidentiality of patrons' use of library materials and services.

Statement of Policy

Ilsley Public Library protects the confidentiality of patrons' use of library materials and services as required by Vermont Statutes Annotated (Title 22, Chapter 4, Section 172), which states:

§ 172. Library record confidentiality; exemptions

(a) A library's patron registration records and patron transaction records shall remain confidential.

(b) Unless authorized by other provisions of law, the library's officers, employees, and volunteers shall not disclose the records except:

(1) with the written permission of the library patron to whom the records pertain;

(2) to officers, employees, volunteers, and agents of the library to the extent necessary for library administration purposes;

(3) in response to an authorized judicial order or warrant directing disclosure;

(4) to custodial parents or guardians of patrons under age 16; or

(5) to the custodial parents or guardians of a student, in accordance with the federal Family Education Rights and Privacy Act, by the library at the school the student attends.

(c) Statistical records pertaining to the patronage, circulation activities, and use of any service or consultation the library provides, provided that they do not contain the names of patrons or any other personally identifying information, shall be exempt from the provisions of this chapter.

(Added 2007, No. 129 (Adj. Sess.), § 1.)

Implementation

Computers

- Each time a public Library computer is rebooted – either by a patron or a member of the Library staff—all history, cookies, and temporary files are deleted. At the conclusion of all days when Library patrons have access to Library computers, a member of the Library staff will reboot all public computers. In order to ensure the confidentiality of the history of their use of public



computers, all users are encouraged to reboot computers as soon as they complete using them. The Library will post signs to this effect near all public computers.

Holds, Reserves, and Interlibrary Loans

- All information concerning patrons' requests that materials be held, reserved, or borrowed from another library is confidential. Once an item becomes available, Library staff will notify the patron via personal email, text message, or telephone call. If someone other than the patron who requested the item answers the call or if a machine answers, no identifying information regarding either the patron or the material will be disclosed. Staff will not give holds, reserves, or interlibrary loans to anyone other than the requesting patron without their written permission (with the exception of the custodial parents and guardians of patrons under the age of 16).

Requests for Information from Parents and Guardians

- Custodial parents and guardians requesting information concerning library usage by patrons under the age of 16 may be asked to provide proof of their legal status and/or the child's age.
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Records of Patrons' Transaction History

- All record of patrons' use of materials and services is confidential, and staff and volunteers may not disclose these records, except as outlined in Vermont Statutes Annotated (Title 22, Chapter 4, Section 172).

Requests for Information from Law Enforcement Officers

- If a library employee, staff member or volunteer is approached by a law enforcement officer requesting information about a library user, he/she should immediately refer the officer to the Library Director, the custodian of records. If the Director or a Librarian is unavailable, the officer will be referred to the Chair of the Board of Trustees or to the Town Manager. The Director will ask the law enforcement officer to provide the judicial order or warrant required by 22 VSA §172. Before complying with this order or warrant, a library attorney must review the submission for completeness or any defects.

Sources

Vermont Statutes Annotated (Title 22, Chapter 4, Section 172)

Adopted by the Ilsley Public Library Board of Trustees on November 14, 2000
Amended on December 10, 2018