

# Franklin Public Library

## Confidentiality of Patron Records Policy

(Adopted 08/23/2010)

The policy of the Franklin Public Library is to ensure the privacy of the users of its services and to consider library records containing user information to be confidential. Such records are not open to the public.

Library records are defined as a record in any form that is maintained by the library and that contains any of the following types of information: (a) Information the library requires an individual to provide in order to be eligible to use library services or borrow materials; (b) information that identifies an individual as having requested or obtained specific material or materials on a specific subject; or (c) information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject.

Information that does not identify an individual and that is retained for the purpose of studying or evaluating the use of the Library is not considered confidential and is not subject to this policy.

Library records or user information will only be released in the following situations:

1. An individual library user may have access to their own records or provide a written confidentiality waiver specifying individuals to whom they grant access to their designated library records.
2. Library records or patron information pertaining to a minor child, under the age of eighteen (18) years, may be released when requested, in writing, by the parent, custodian, or guardian of the minor child.
3. Library registration and circulation information may be released in accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances. Upon receipt of such process, court order or subpoena, the library will consult with legal counsel to determine if such process, court order or subpoena is in proper form and if there is a showing of good cause for its issuance in a court of competent jurisdiction. Proper identification of any law enforcement officer will be made before any information is released. All such requests for information must be referred to the Library Director or his/her designee.
4. Library records and user information may be released for library administrative purposes. Patron record information is available to Board of Trustees members and employees of the library for use in the ordinary conduct of library business. Information may be shared with individuals and corporations outside the library, such as automation vendors in the normal course of database creation and management or agencies utilized in the collection of overdue material and outstanding fees.