

## **B4 Confidentiality of Records**

The Richton Park Public Library District abides by Illinois Law which states that the records of patron transactions and the identity of registered library patrons is confidential material.

The Richton Park Public Library District does not make available the records of patron transactions to any other party except in compliance with the law.

The Richton Park Public Library District does not make available lists of registered library patrons except in compliance with the law.

## **B5 Confidentiality Policy-Staff Handbook**

Patron Requests: Patrons must present either their physical library card or their picture ID with a current Richton Park address, either in person or present their barcode number on the telephone, before any information will be given concerning:

- Items checked out
- Items overdue
- Fines information
- Holds 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:

- A "DVD" borrowed is overdue and should be returned.
- 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.

Parental Consent: When a parent or legal guardian signs for their child to receive a library card [4.1e], they are agreeing to be responsible for materials checked out on the card until the card is reported lost or missing. The parent or legal guardian is further agreeing to be responsible for late returned, lost and/or damaged materials borrowed and any and all costs pertaining to items not returned in the condition they were received.