



## **Patron Privacy Policy**

Board approved: 8/2011; 4/2022

### **Library Records**

The board recognizes that library records and patron information are confidential.

According to Ohio Revised Code 149.432 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:

- Information an individual is required to provide in order to be eligible to use library services or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject.

### **Use of Data from Library Records for Statistical Purposes**

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

### **Exceptions to Confidentiality**

Under Ohio law, a patron's library records or information shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual other than the individual who is the subject of the record or information, except as follows:

- For the records or patron information pertaining to minor children when requested by parents, guardians, or custodians.
- 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 the request or with the consent of the individual who is the subject of the record or information.
- For library administrative purposes as defined by Ohio Revised Code 149.432.

## **Releasing Patron Information**

- Library staff will provide patron account information at a service desk to a patron who has the library card in hand for that account or to a patron who can provide official photo identification related to the account in question. Staff may choose to ask for additional identification.
- Library staff will release library information or library records pertaining to a minor child to that child's parent, guardian, or custodian upon presentation of the child's library card, card number, or sufficient information to both identify the child's library record, and to provide library staff with a reasonable assurance that the person requesting the information is indeed the child's parent, guardian, or custodian.
- Library staff may release patron account information over the telephone to a caller who can provide the patron's library card number or the address and phone number associated with that account.

## **Lost Cards**

When a lost card is reported over the telephone, the patron account associated with that card will be made inactive until a replacement card is provided to the account holder.

## **Responsibility for Patron Records**

The director is ultimately responsible for the local use and maintenance of the patron database or integrated library system (ILS). It is the director's responsibility to ensure that patron records are released and used in appropriate ways and that patron records are periodically reviewed and updated to maintain an accurate, relevant, timely, and complete database. The director is not responsible for the use of patron records that are accessed outside of the Granville Public Library through the Central Library Consortium's shared patron database or ILS.

## **Use of Patron Records**

Patron records will only be used in a manner that is consistent with the purposes of the patron database or ILS. Unsolicited or promotional messages will not be sent by the library using contact information contained within a patron's record unless that information was given specifically for that purpose.

## **Disciplinary Action**

Staff members who are discovered or who admit to intentionally using patron records inappropriately will be subject to disciplinary action as outlined in the latest version of the library's employee handbook.

Patrons who knowingly deceive staff or other individuals to access patron information to which they are not entitled will be subject to disciplinary action from the library, including revocation of borrowing privileges for an indefinite period of time.

All questions or concerns related to this policy should be directed to the Library Director.