

601 Confidentiality of Patron Records

The Nippersink Public Library District abides by the Illinois Library Records Confidentiality Act (75ILCS70/1) and the American Library Association Intellectual Freedom policy on confidentiality (appended) which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Nippersink Public Library District does not make available the records of patron transactions to any party except in compliance with the law. The Nippersink Public Library District does not make available lists of registered library patrons except in compliance with the law.

Library staff will follow certain day-to-day procedures in order to insure confidentiality for patrons.

1. **Patron Requests:** Patron identity must be verified, either in person or on the telephone, before any information will be given concerning:

- Items charged out
- Items overdue
- Fine information
- Hold information (either items on hold or those waiting to be picked up)

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. For example: "A DVD 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 will state that they are only permitted to discuss specific information with the patron.

2. **Patron Information:** Address, phone numbers or any other personal information from a patron's record will not be given out.**Service to Schools**

In recognition of the library's role as an educational support center, staff will cooperate with the schools in handling homework assignments. Assignment alerts will be solicited from school librarians and teachers, and some books may be placed on temporary reserve to ensure that adequate resources are available for all students. The librarian's primary role is to guide students to reference tools and assist them in finding the necessary materials. The level of assistance given may vary, depending upon the difficulty of the request and the age and sophistication of the student.

Fees

If fees are charged by outside sources used in answering a reference question, those costs may be charged to the patron. Examples of such charges are photocopy charges for articles over 10 pages and genealogy microfilm. Advance notice of charges will be given to the patron before the request is referred to those outside sources.