

Patron and Staff Confidentiality Policy

Maintaining confidentiality is one of the cardinal rules of any public library.

Patron Information

- Patron records are strictly confidential. Confidential information concerning patrons include, without limitation:
 - a patron's name,
 - phone number, and
 - address,
 - the titles of items checked out by that patron as well as
 - information about said patron's family members.
- Staff will request of patrons only information that is absolutely necessary to perform a requested library service. Library staff will maintain said information only as long as it is absolutely necessary to provide requested service to said patron. Any information no longer necessary to provide requested library services will be immediately discarded or deleted.
- When calling to let a patron know an item is in, Library staff will not give out the title to anyone but requesting patron.

Staff Information

- Staff information is also strictly confidential. Confidential information includes, without limitation:
 - staff's phone
 - address
 - reading and
 - preferences
- There will be no casual conversation with the public about any member of the staff. Nor will Staff discuss personal matters at Library desks.

As approved by the Board of Library Trustees the 3rd day of November, 2003