

Patron Privacy and Confidentiality Statement

NExpress Libraries

In recognizing a library's position of special trust with members of the public, the NExpress member libraries wish to clarify their policy and responsibility with regard to confidential information about patrons and patron use of library resources that comes into a library's possession.

As the choice of books and other library materials, along with the use of the informational resources of the library, is essentially a private endeavor on the part of each individual patron, a NExpress library shall make every reasonable and responsible effort to see that information about the patron and the individual information choices remain confidential. For people to make full and effective use of library resources, they must feel unconstrained by the possibility that others may become aware of the books they read, the materials they use, or the questions they ask. The awareness of existence of such a possibility inhibits free usage of a library, its resources and facilities, and is contrary to the ALA Library Bill of Rights and Freedom to Read.

Therefore, NExpress libraries have adopted the following guidelines concerning the use and disclosure of information about library patrons:

Any information supplied to the library (or gathered by it) shall not be given, made available or disclosed to any individual (except the individual patron in question), corporation (except for collection agency purposes), institution or government agency without a valid process, order or subpoena.

Upon presentation of such a process, order or subpoena, the library shall resist its enforcement and immediately refer the matter to the NExpress Administrator at NEKLS. If a proper showing of good cause has been made in a court of competent jurisdiction, NEKLS will directly work with law enforcement to resolve the matter.

Specifically, no information will be shared regarding or including:

- 1. A patron's name or library card number (or whether an individual is a registered borrower or has been a patron);**
- 2. A patron's contact information, to include addresses, phone numbers and email addresses;**
- 3. Any information regarding a patron's current or past borrowing history;**
- 4. The library's circulation records and their contents;**
- 5. The library's borrower's records and their contents;**
- 6. The number or character of questions asked by patrons; and**
- 7. The frequency or content of patron's visits to the library, unless related to a library-imposed or legally-imposed restriction.**

While it is the position of the NExpress consortium to not disclose information about library patrons to anyone except the individual in question, any member library's policies may reflect a

local community standard which permits account access to parents and legal guardians serving as guarantors for minor children accounts. In some public libraries, the privacy rights of minors may differ slightly from those of adults, often in proportion to the age of the minor. The legitimate concerns for the safety of children in a public place can be addressed without unnecessary invasion of minors' privacy while using the library.

Libraries that mail newsletters or other informational pieces to patrons must not use the delivery address information from a patron's library records without his/her written permission.

Any receipts generated with patron information will be destroyed within a reasonable amount of time.

All NExpress library employees and volunteers are hereby instructed to comply with these guidelines and those defined in the NExpress Computer Security Policy. NExpress libraries recognize that it is only through adhering to these guidelines that members of the public can maintain their confidence in our libraries. It is this confidence that is vital to the library's role in the community and the community's right to know.

All NExpress library employees and volunteers will annually review the *Patron Privacy and Confidentiality Statement* and acknowledge review by signing and dating (see below).

I have reviewed the Patron Privacy and Confidentiality Statement for NExpress Libraries.

Printed Name

Signature

Date