

Confidentiality of Patron Records Policy

The Canton Public Library (hereinafter: Library) recognizes that its circulation records, computer browsing data, and other records identifying the names of Library patrons and the records of any reference transactions are confidential in nature.

The Library will protect each Library patron's right to privacy and confidentiality with respect to information sought or recovered and resources consulted, borrowed, acquired, or transmitted.

Library staff may release the titles of materials checked out to a patron on that patron's library card, and/or that patron's checkout history, under the following conditions:

1. The patron presents his/her library card or a photo ID to access his/her own records. Telephone requesters must be able to verify account information before information will be released.
2. The Library recognizes the right of the parent or guardian of a minor child to have access to that minor's Library records. When issuing or updating a minor's Library records, the Library will record the name of a guardian in the patron database and provide access to the minor's records to that individual with the provision of a photo ID, even if the minor is not present.
3. The Library may release patron records to a court or prosecutor pursuant to the collection of money owed for lost or damaged items, or to secure the return of items deemed "long overdue."

Library records shall not be made available upon:

1. A request to know who currently has an item of the collection checked out and/or who has previously checked out an item;
2. A request by anyone who has found an item (Library material, library card, etc.) to be given the name of the owner/borrower so that the finder may return the item to the individual.
3. A request for library card numbers or any contact or personal information in a library card record.

Any other requests for loan or patron records should be directed to the Library Director.

Deliberate and unauthorized breach of confidentiality by Library staff is considered a serious violation of policy and professional standards, and will result in appropriate corrective action.