

**U-4 Confidentiality**

Approved by the Library Board of Trustees July 19, 2022.

The Library will preserve the confidentiality of patron registration, circulation, and electronic resource use records to the extent permitted by state and federal law. The general and specific provisions of this policy are intended to be in accord with the Illinois Library Records Confidentiality Act (75 ILCS 70/1-2).

Records will not be made available to anyone, including any agency of state, federal, or local government except pursuant to such process, court order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. The Library's legal counsel may be consulted concerning issues related to patron confidentiality. An exception can and will be made when a law enforcement officer(s) has probable cause to believe there is imminent danger of physical harm (75 ILCS 70/1 (a)(2)). In this case, the officer(s) may request information regarding identification of a subject, witness, or victim of a crime without a court order, but the information may not include records reflecting materials borrowed, resources reviewed, or services used at the Library. The Library will request that the officer sign a statement acknowledging receipt of the information.

The *Library Records Confidentiality Act* does not prohibit disclosure to law enforcement officer(s) of information about a patron based on personal knowledge (such as a person's name), or information based on a personal observation of a person on Library property (such as staff observing the person using library computers).

Library staff will refer legal requests for patron registration or library use records to the Library Director or Person-in-Charge.

Patrons at the Library requesting information about their Library account will be asked to verify their identity. Library staff have limited ability to verify the identity from someone inquiring remotely.

Electronic communication by its nature may not be secure, however, and networks are sometimes compromised. The Library cannot guarantee security in confidential online transactions.