



WESTERN DISTRICT LIBRARY

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westerndistrictlibrary.org

Patron Confidentiality Policy

The Western District Library is bound by the Library Records Confidentiality Act (75 ILCS 70/1 *et seq.* “Act”). This Act generally prohibits the library from making available to the public any registration, circulation, computer use, or database search records (“confidential records”) which are related to any named library user. The library respects the legal rights of its patrons to confidentiality, and will limit collection of sensitive information to only what is required for library operations.

The library will provide information on an individual’s confidential records only upon request of the individual or the individual’s parent or legal guardian if the individual is a minor. Anyone else seeking an individual’s confidential records, other than a law enforcement officer as described below, must obtain a court order. Upon receipt of the court order to reveal confidential records, the Library Director may consult with the library’s legal counsel to confirm that the request complies with the law.

If a sworn law enforcement officer represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm, the Library may provide information from the confidential records sufficient to identify a suspect, witness, or victim of a crime but not information that would indicate materials borrowed, resources reviewed, or services used at the Library.

Staff will access patron accounts only as required for Library operations.

At the patrons’ request, Western District Library patrons living at the same household address may be connected or linked in the library’s patron database, allowing linked individuals to pick up holds/requests for others at the same Western District Library household address. This connection may not be used to look up registration or other circulation information.

The library, as a member of the Reaching Across Illinois Systems (RAILS) participates in reciprocal borrowing. It is sometimes necessary for libraries to share information with each other to be able to provide service to the customer and to collect outstanding materials and fines owed. The library will honor requests from other libraries that need this information. Implicit in a customer’s agreement to participate in the reciprocal borrowing program is the customer’s consent for the various libraries involved to exchange pertinent information as may be necessary to retrieve library materials.

The library also has a reciprocal agreement with the schools which allows sharing of information to retrieve materials and provide service to customers.

Approved by the Library Board on October 28th, 2019.