

BOARD POLICIES

Confidentiality of Library Records and Patron Information

Category: Operational

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Library Records and Patron Information

Library records are defined by the Ohio Revised Code section 149.432 as records maintained by the library; and, that contain the following type of information:

- Information the library requires an individual to provide to be eligible to use library services or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a particular subject.
- Information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject.

Patron Information is defined as personally identifiable information about an individual who has used any library service or borrowed any library materials. Information that may be retained by Rocky River Public Library includes patron names, name of parent or guardian for juveniles, date of birth, addresses, telephone numbers, e-mail addresses, and driver's license numbers.

Digital video images and still photographs recorded by the Library's security cameras are considered patron information and therefore subject to the same level of confidentiality and protection as other patron information.

Confidentiality

Library records and patron information are confidential.

For the purpose of reporting, studying, and evaluating the use of library materials, Rocky River Public Library maintains general information about circulation. "Library record" does not include information that does not identify any individual and that is retained for the purpose of studying and evaluating the use of the library and its materials and services; such information is not considered confidential and is not subject to this policy.

The Library will not release any library record or disclose any patron information to anyone other than the individual who is the subject of the record or information, except in the following situations:

- Records or patron information pertaining to a minor child when requested by the minor child's parent, guardian, or custodian.
- Upon the request or with the consent of the individual who is the subject of the record or information.
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- For library administrative purposes as allowed by Ohio Revised Code 149.43.

CLEVNET Consortium

Rocky River Public Library is a member of the CLEVNET consortium. The CLEVNET Network includes, among other things, the Integrated Library System (ILS) containing personal information about CLEVNET library patrons. Personally identifiable information provided to Rocky River Public Library is accessible by all CLEVNET consortium libraries. CLEVNET consortium libraries are obligated to keep library records and patrons' personally identifiable information confidential.

Protection of Personal Information

Both Rocky River Public Library and the CLEVNET consortium have reasonable precautions in place to prevent unauthorized access, alteration, or disclosure of personal information in their possession. Employees, contractors, and agents are bound to confidentiality and subject to discipline for any violation of this policy, including termination and criminal prosecution.