

## **Appendix C: Non-Disclosure/Confidentiality Policy**

**Patrons.** In compliance with State law (Article 45 – Evidence, section §4509 Library Records), the records of library cardholders are confidential. Such records include circulation records, registration records, attendance records for library-sponsored programs, records of computer use, records of reference services, or any other data linking a particular patron to specific library material or services.

No information from library records may be released to any person, agency, or organization, except in response to a valid court order or court-issued subpoena, properly presented to the library director or his or her representative, or upon request or consent of the user, or where otherwise required by statute, and even then only upon a showing of good cause by the requestor. If an employee receives a request for disclosure of any record concerning a patron, the employee should advise the requestor that any such request must go through the Director and that the employee is not permitted to disclose such information unless and until directed to do so by the Director in conformance with this policy.

Link to Guidelines from the ALA on Confidentiality and Coping with Law Enforcement Inquiries:

<http://www.ala.org/Template.cfm?Section=ifissues&Template=/ContentManagement/ContentDisplay.cfm&ContentID=21654>

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