



Chili Public Library

Confidentiality Policy

The Library keeps patron transactions in confidence as a matter of policy. This Administrative Policy safeguards the privacy of all library users, regardless of their age or their relationship to the person requesting information. Legal authority for the Confidentiality Policy comes from New York State Education Law.

It is the policy of the Chili Public Library to safeguard access to borrower records and to make that information available only to the patron who owns the library card. The only exception to this policy is in the case of cardholders under 16 years of age. The parent or legal guardian of the cardholder, upon supplying proper identification, may access the cardholder's record.

To help us ensure the confidentiality of library records, please keep your library card in a secure place and bring it when you visit the library. If you're conducting library business over the phone, please be sure to have your library card number on hand. If your card is lost or stolen, please report the loss immediately to any Monroe County Public Library.

The confidentiality of library borrowers is protected by New York State law, and also by the administrative policies of the Chili Public Library, which safeguards a borrower's right to privacy.

If You Have Your Card:

When you come to the library in person and present your card, library staff can answer any question you have about your record.

It is easiest to assist you if you are using your own card. Staff may not be able to provide all types of information over the phone when a caller does not have the library card number and the title information or due dates of the item(s) involved. Library staff matches and verifies this information against the cardholder information that is on the record.

If You Do Not Have Your Card:

In most cases, library staff can access your record by name and verify you are the owner by checking your identification.

If You Have Someone Else's Card:

When you come to the library in person and bring a valid library card belonging to a friend or family member, you will be able to:

- Pick up reserved material
- Check out and renew materials.

However, unless you are the parent or legal guardian of a cardholder under 16, library staff cannot provide you with any title information about materials that have been checked out on the card.

Accessibility of Juvenile Records: If the child is under 16 years of age, and you are the parent or legal guardian of the child, information about titles that are checked out and other account information will be supplied by library staff. When the child's library card is presented, but the child is not present, staff can provide information about account balances and titles of materials to a parent or legal guardian if the child is younger than 16.

Approved by the Chili Public Library Board of Trustees: December, 2001