

## **Delaware County Library System Confidentiality Policy**

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The Delaware County Library System (DCLS) and its member libraries adhere to Pennsylvania's Library Code (P.L. 324), including the confidentiality of circulation records. The law reads as follows:

4428: Library Circulation Records: Records related to the circulation of library materials which contain the names or other personally identifying details regarding the users of the State Library or any local library which is established or maintained under any law of the Commonwealth or the library of any university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding.

The following policies govern the use of the DCLS shared patron database:

- Patron names will not appear on any circulation records available to the public (e.g. book cards).
- The patron database will not be used to generate any form of mailing lists: for example fundraising, programming, special appeals, etc. Such mailing lists should be developed from other sources of information, and maintained in a separate database.
- Notices of overdue or lost materials or the availability of reserved materials will not be sent on postcards.
- When notifying patrons of the availability of reserved or requested materials (e.g. ILL or holds), titles will not be given unless speaking to the person who made the request.
- Patrons will not be allowed to write their names directly on book reserve lists, because they would then have access to names and phone numbers of others on the list.
- Library staff will not tell someone the name of the patron who currently has material checked out or who has reserved or requested material.
- Library staff will not give out names, addresses, or phone numbers of patrons to the public.