



A slide with a blue gradient background and a white circuit-like pattern on the left and right sides. The text is centered and reads:

## PIONEERLAND POLICY

- [https://www.pioneerland.lib.mn.us/plsstaff\\_old/Confidentiality%20of%20Patron%20Records.pdf](https://www.pioneerland.lib.mn.us/plsstaff_old/Confidentiality%20of%20Patron%20Records.pdf) (copy and paste link to open)
- Policy: All patron records are confidential. No library employee shall reveal the identity of a borrower to any requestor or make known in any manner any information contained in patron records
  - This includes fellow coworkers – don't look up information (such as birthdays) about them

## MINNESOTA STATUTES DATA PRACTICES (CH. 13-13C) § 13.40. LIBRARY AND HISTORICAL DATA

- <https://www.revisor.mn.gov/statutes/cite/13.40>
- **Subd. 2. Private data; library borrowers.** (a) Except as provided in paragraph (b), the following data maintained by a library are private data on individuals and may not be disclosed for other than library purposes except pursuant to a court order:
  - (1) data that link a library patron's name with materials requested or borrowed by the patron or that link a patron's name with a specific subject about which the patron has requested information or materials; or
  - (2) data in applications for borrower cards, other than the name of the borrower.
- (b) A library may release reserved materials to a family member or other person who resides with a library patron and who is picking up the material on behalf of the patron. A patron may request that reserved materials be released only to the patron.

## PRIVACY: AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS

- <https://www.ala.org/advocacy/intfreedom/librarybill/interpretations/privacy>
- “The right to privacy includes the right to open inquiry without having the subject of one’s interest examined or scrutinized by others, in person or online. Confidentiality exists when a library is in possession of personally identifiable information about its users and keeps that information private on their behalf”
- “Article III of the *Code of Ethics of the American Library Association* states that confidentiality extends to “information sought or received and resources consulted, borrowed, acquired or transmitted,” including, but not limited to, reference questions and interviews, circulation records, digital transactions and queries, as well as records regarding the use of library resources, services, programs, or facilities. ”

## WHAT DOES THIS MEAN?

- Can't tell others who you've seen in library
  - This is sometimes more challenging in small towns, but it is important to refrain from discussing with anybody who you interact with while working/volunteering at the library
  - If a call is received about the presence of a patron in the library, page for the patron; patron does not have to take the call
    - Never reveal if a patron is in the library

## PICKING UP HOLDS AND CHILD CARDS

- Do not reveal to other family members items that are on the holdshelf
- A person can ask their spouse to pick up their materials but they must have the library card
- A parent can access materials on a child's card if they have the library card
- If you have any questions about particular situations please ask your Head Librarian

## LAW ENFORCEMENT IN THE LIBRARY

- If an officer of the law comes in requesting information about a patron:
  - Do not answer any questions
  - Have the officer talk directly to the Head Librarian and if not there give him/her Laurie Ortega's phone number

## ASK QUESTIONS

- When you have questions about privacy and confidentiality, please ask your Head Librarian