

The Bridgton Public Library abides by Maine Statute Title 27, Chapter 4A section 121 Confidentiality of Library Records which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Bridgton Public Library does not make available the records of patron transactions to any party except in compliance with the law. The Bridgton Public Library does not make available lists of registered patrons except in compliance with the law.

Confidentiality extends to, "information sought or received and resources consulted, borrowed, acquired or transmitted" and includes, but is not limited to, database search records, reference interviews, circulation records, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services.

The Bridgton Public Library recognizes that law enforcement agencies may occasionally believe that library records contain information that would be helpful to the investigation of criminal activity. The American judicial system provides the mechanism for seeking release of such confidential records: a court order, following a show of good cause based on specific facts, by a court of competent jurisdiction.

#### **Procedures for Handling Patron Confidentiality**

##### **Patron Requests:**

A patron must present either their barcode number or their patron ID number, either in person or on the telephone, before any information will be given concerning:

- A. Items charged out
- B. Items overdue
- C. Fine information
- D. Hold information (either items on hold or those awaiting collection)

When speaking to a family member and not to the patron, or when leaving a message, information about the material should be restricted to information that does not reveal the content.

Sample:

- 1. A videocassette borrowed is overdue and should be returned.
- 2. A book that had been reserved is now in and can be picked up.

If a person other than the patron requests information, staff will state that they are only permitted to discuss specific information with the patron.

##### **Patron Personal Information:**

Address, phone numbers, or any other personal information from a patron's record may not be given out without direct consent of the Library Director.