

Bridgton Public Library

CONFIDENTIALITY/PRIVACY POLICY

- I. **Scope.** The Bridgton Public Library (BPL) 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. 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. BPL does not make available the records of patron transactions to any party except in compliance with the law. BPL does not make available lists of registered patrons except in compliance with the law.
- II. **Definitions.**
 - A. ***Confidentiality*** is an ethical duty that prevents specific people from sharing information with third parties.
 - B. ***Privacy*** is the right to freedom from intrusion into one's personal matters or information. Privacy has roots in common law and the Fourth Amendment of the U. S. Constitution.
 - C. A ***subpoena*** is a legal document that commands a person or entity to testify as a witness at a specified time and place (at a deposition, trial, or other hearing), and/or to produce documents or other tangible objects in a legal proceeding. Subpoenas are time-sensitive with court-imposed deadlines.
 - D. A ***search warrant*** is a court order that a magistrate or judge issues to authorize law enforcement officers to conduct a search of a person, location, or vehicle for evidence of a crime and to confiscate any evidence they find. A search warrant may be executed immediately.
 - E. ***Best Efforts*** means the diligent and good faith efforts an institution would reasonably undertake to achieve the intended objective, consistent with its standard practices and available resources.
- III. **Access to Records.** The BPL Library Director, or designee, shall follow the appropriate procedure when either a subpoena or a search warrant is provided by a law enforcement officer.
- IV. **Access to Usage Information.** BPL will apply Best Efforts to protect the privacy of information access, regardless of media. This includes use of a public access computer, public wifi, and any items used in the library building. In every circumstance a library user's information is protected from misuse and unauthorized disclosure. The library itself will not misuse or exploit a library user's information.
- V. **Procedures for Handling Patron Confidentiality.**

- A. **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:
 - 1. Items charged out
 - 2. Items overdue
 - 3. Fine information
 - 4. Hold information (either items on hold or those awaiting collection)
- B. **Family Member Requests.** When speaking to a family member who is not a patron, or when leaving a message, information about material is restricted to information that does not reveal the content.
- C. **Other Requests.** If a person other than the patron requests additional information, staff will state that they are only permitted to discuss specific information with only the patron.
- D. **Patron Personal Information.** A patron's address, phone numbers or any other information from a patron's record may not be disclosed without direct consent of the patron.

Approved by the Board of Trustees 5/19/2020
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