

# Patron Record Confidentiality Guidelines

## Chemeketa Cooperative Regional Library Service

The CCRLS member libraries, CCRLS, Chemeketa Community College, and the staff at all these organizations jointly hold responsibility for the appropriate use, storage and destruction of sensitive personal information. Staff members, including non-paid volunteers, at CCRLS member institutions with access to patron records are **legally responsible** for protecting the privacy of our patrons by using information only when necessary to circulate material, or otherwise assist patrons.

CCRLS member libraries are responsible for seeing that the following procedures are followed and that staff are properly trained. These should be considered minimum safeguards and may be implemented in addition to policies and procedures of the member library.

### **Penalty for Noncompliance:**

Individual staff and/or institutions may face civil liability under Oregon law for “reckless disclosure” of personally identifiable information and the Oregon Consumer Identity Theft Protection Act; disqualification from holding any appointment or employment with the State of Oregon; and civil liability under 42 U.S.C.A. Section 1983 for official interference with guaranteed civil rights.

All patron information in the Millennium Library Automation System should be considered confidential information. This includes patrons’ names, addresses and other identifying information, circulation records, any fines owing or paid, books on hold, and any notes or comments in a patron record. When information is exported from the Millennium system to other data files or printed, it becomes confidential if the name is combined with any other personal identification information (phone, barcode, driver’s license, address, etc).

Confidential Information is not to be released to anyone including relatives (except custodial parents of minor children), friends, police officers, schools or colleges, other patrons, or prospective employers. Additionally, information may never be used for personal benefit of employees. Information may be shared when it is for the legitimate use of the library and for providing library service. This would include forwarding information to Unique Management Service.

Staff should follow the following procedures when handling confidential information:

- Never leave a Millennium workstation logged in and accessible to non-staff.
- Close a patron screen when finished with the transaction.
- Do not display the Millennium screen to non-staff.
- Secure printed matter with personally identifying information as well as CDs, floppy disks, thumb drives, etc., by locking them in a filing cabinet or placing them in a locked room with limited access.
- Destroy personally identifying information when you no longer have a need for it.
- Do not remove library records with personally identifying information from the library without authorization. This includes information on laptop computers, PDA’s or other devices. If information is removed for a legitimate reason, it must be safeguarded.

Confidentiality rules apply regardless of the mode of communication; i.e., in person, telephone, e-mail, fax, etc.

Adopted 12/07/07 - PYM