



## CONFIDENTIALITY POLICY

Desert Foothills Library abides by the Arizona Revised Statute (ARS) 41-151.22 also known as the Privacy of User Records Statue which states that the records of patron transactions and the identity of registered library patrons is confidential material. Desert Foothills Library does not make available the records of patrons or their transactions to any party except in compliance with the law.

### PROCEDURES FOR HANDLING PATRON CONFIDENTIALITY

#### Patron Requests

A patron must present either their patron ID number or government authorized ID, 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, information about the material should be restricted to information that does not reveal the content.

Sample:

- 1. A DVD 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

Access to patron personal information is limited to authorized personnel who require this information to perform their job duties. Patron personal information will not be disclosed to third parties without the explicit consent of the patron, except as required by law or as necessary to protect the safety and rights of individuals.