



CONFIDENTIALITY

Confidentiality of library use is essential to ensure citizens' freedom to access of information. The purpose of this policy is to safeguard the privacy of those who use Lincoln County Library.

INFORMATION COLLECTED BY LINCOLN COUNTY LIBRARY

Individuals must share personal information, email addresses, postal addresses, and telephone numbers to receive the full benefit of certain library services. Information about individuals' borrowing history, computer use, or library use will not be kept by Lincoln County Library, except as necessary for the library to function. Once items are returned, information linking patrons to items is removed from the library system except for the purpose of fine and/or material collection. Aggregate statistics about library programming, computer use, materials circulation and other services are collected and reviewed in order to improve library services. These statistics do not contain identifying information.

CONFIDENTIALITY WITHIN THE PARTNERS RESOURCE SHARING GROUP

Lincoln County Library is part of the Partners Resource Sharing Group. The purpose of joining the Partners Resource Sharing Group is to improve library services by expanding the available collection to patrons and providing those materials in a timely manner. Other libraries in the Partner Resource Sharing Group may view and have access to Lincoln County Library's patron information. However, they cannot alter patron information in any way, and all contact will be relayed through Lincoln County Library. Information, such as aggregate statistics about circulation, may be collected and reviewed by Partner libraries in order to improve library services. These statistics do not contain identifying information.

ACCESS TO LIBRARY ACCOUNTS BY INDIVIDUALS

Each customer has individual use over his or her library card and presentation of the card or photo identification permits the holder access to the borrower's personal information, current circulation, and items placed on hold. Information about a borrower's current circulation and items placed on hold may also be released over the phone with confirmation of the patron's postal address on file.

If a library cardholder is under the age of 18, the caregiver who signed for the minor's card may be given specific information regarding the minor's record under the following circumstances: if the caregiver is in possession of the minor's card, they may be given any information in the minor's record; if the child's card is not present, information will be given to the caregiver listed on the minor's account upon presentation of photo identification, and will be limited to items that are overdue, lost or damaged, or related to fines owed.



In compliance with the Montana Records Confidentiality Act (MCA 22-1-1101, 1103-1111), no information will be released to any person, agency, or organization except in response to a valid court order or subpoena properly presented to a library administrator, or in the recovery of fines and/or library materials. Any employee or volunteer who discloses information in violation of this policy commits an offense and may be subject to criminal prosecution. The intent of the law is not to withhold information, obstruct justice or protect criminals, but to ensure that a citizen's right to privacy is not violated.

RETRIEVING ITEMS PLACED ON HOLD

Patrons who wish to allow friends or family members to pick up items that have been placed on hold must indicate to Lincoln County Library staff in a signed "Holds Pick Up Release" indicating that the designated person has permission to pick up holds. The designated family member must still provide the patron's library card for checkout.

ACTIVITIES PROHIBITED AND NOT PROTECTED

This policy does not prevent the library from the right to enforce the library Customer Conduct policy; to protect its facilities, computer network and equipment from harm; or to prevent the use of library facilities and equipment for illegal purposes. Additional information may be collected on an individual basis to ensure the proper functioning of the library. In these cases, information will be kept confidential unless Lincoln County Library finds it necessary to take legal action.

Adopted 03/2017, Reviewed 03/2021