

# ***Warren-Newport Public Library District*** **Staff Manual**

## **112 Confidentiality and Non-Disclosure**

Effective Date: 07/12/2006

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The protection of confidential information is required by Illinois Law. Such confidential information includes, but is not limited to, the following examples:

- Patrons' registration records;
- Patrons' circulation records; and
- Employees' personnel files.

Employees who improperly use or disclose such information will be subject to disciplinary action, up to and including termination of employment, and legal action, even if they do not actually benefit from the disclosed information.

A patron must present their library card number, either in person or on the telephone, before any information will be given concerning any of the following:

- Items charged out;
- Items overdue;
- Fine information; and
- Hold information (either items on hold or those awaiting pickup).

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. For example:

- "A DVD is overdue and should be returned."
- "A book that has been reserved is now in and can be picked up."

If information is requested by a person other than the patron, the employee should state that they are permitted to discuss specific information only with the patron.

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