

<b>Code</b>	<i>OPS-019</i>	
<b>Policy Title</b>	Privacy and Confidentiality Policy	
<b>Category</b>	Operational & Facility Policies (OPS)	
<b>Cross-Reference</b>	OPS-024 Reference and Information Services Policy	Page 96
<b>Appendix</b>	--	
<b>Date Adopted</b>	January 2026	
<b>Date Reviewed</b>	--	

**Policy Statement**

The Robert R. Jones Public Library District is committed to protecting the privacy and confidentiality of all patrons, staff, and volunteers. This policy establishes the standards and procedures for maintaining the confidentiality of library records, personal information, and communications, consistent with applicable federal and state laws, including the Illinois Library Records Confidentiality Act (75 ILCS 70/1).

This policy applies to all library staff, volunteers, trustees, and contractors and governs the collection, storage, use, and disclosure of:

- Patron records, including circulation and registration information
- Computer and internet use records
- Program and registration information
- Employee and volunteer personnel records
- Any other information maintained by the library that identifies or could identify an individual

**PROCEDURE**

The library recognizes that protecting the privacy of individuals is essential to providing a safe and welcoming environment. Personal information and library use records are confidential and may only be accessed, used, or disclosed under the following circumstances:

**1. By Authorized Staff for Library Purposes**

- Staff may access patron information solely to provide library services, conduct library business, or carry out their professional duties.

- Staff will not share patron information with unauthorized individuals or agencies.

## **2. Compliance with Law**

- The library may disclose information when required by federal, state, or local law, including a valid court order or subpoena, or as permitted under Illinois law.
- Any requests for disclosure of patron records will be referred to the Library Director or legal counsel to ensure compliance with privacy laws.

## **3. Confidentiality of Communications**

- Conversations, correspondence, and program participation records involving patrons are confidential. Staff must not disclose this information outside of library operations or without patron consent.

## **4. Electronic and Digital Records**

- The library will implement reasonable technical and administrative safeguards to protect electronic records and online activity from unauthorized access or disclosure.
- Library computers and devices may log usage for system maintenance, but such logs will not be used to monitor or track individual patron activity except as necessary for lawful investigations.

## **5. Third-Party Services and Vendors**

- The library will ensure that third-party service providers that handle patron information comply with applicable privacy and confidentiality requirements.
- Contracts with vendors will include privacy and data protection provisions when appropriate.

## **6. Employee and Volunteer Records**

- Personnel information, including payroll, performance, and personal records, is confidential and may only be accessed by authorized library personnel for legitimate purposes.

## **7. Training and Awareness**

- All library staff, volunteers, and trustees will receive training regarding privacy and confidentiality responsibilities.
- Staff are responsible for maintaining confidentiality and reporting any breaches or potential breaches to the Library Director.

## **Breach of Confidentiality**

Any unauthorized disclosure of confidential information, whether intentional or accidental, is considered a serious violation of this policy. Staff or volunteers found in violation may be subject to disciplinary action, up to and including termination, and the library may take appropriate legal action when necessary.