

Burlington Public Library  
22 Sears Street  
Burlington, MA 01803

## **Policy on Patron Privacy**

The Burlington Public Library adheres to the American Library Association (ALA) Code of Ethics which includes the following statement: “We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.” The is also subject to Massachusetts General Law Chapter 78, Section 7, which states, “that part of the records of a public library which reveals the identity and intellectual pursuits of a person using such library shall not be a public record.” The Burlington Public Library's staff must strive to protect the confidentiality of patron records. Accordingly, technological records at the network level will be maintained a minimum period of time and local paper records will be shredded after statistics or data has been obtained. No staff member shall, at any time, disclose any personally identifiable patron or user records including, but not limited to, circulation records, patron registration records, patron e-mail and computer records, interlibrary loan requests, holds or reference requests, to any person other than the patron, unless:

1. the patron has given informed consent for another individual to obtain that information
2. an authorized person (Library staff) requires that information for retrieval of overdue materials or compensation for damaged or lost library’s materials

Note: For law enforcement requests for information please refer to the “Policy Regarding Confidentiality of Library Records”.

The Board of Trustees reserves the right to amend this policy, and to rule on situations not specifically covered herein. The Board of Trustees and the Library Director shall review this policy as needed.

Reviewed July 8, 2010