Approved by Library Board 12/01 Revised 6/25/13
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Patron Records Confidentiality (Borrowing)

The library keeps patron transactions in confidence as a matter of policy. This Administrative Policy safeguards the privacy of all library users, regardless of their age or their relationship to the person requesting information. Legal authority for the Confidentiality Policy comes from New York State Education Law.

It is the policy of the Chili Public Library to safeguard access to borrower records and to make that information available only to the patron who owns the library card. The only exception to this policy is in the case of cardholders under 16 years of age. The parent or legal guardian of the cardholder, upon supplying proper identification, may access the cardholder's record.

To help ensure the confidentiality of library regards, patrons should keep their library card in a secure place and bring it when visiting the library. If patrons are conducting library business over the phone, they should have their library card number on hand. The card owner is responsible for all use of their card. It is the responsibility of the user to report lost or stolen cards immediately.

The confidentiality of library borrowers is protected by New York State law, and also by the administrative policies of the Chili Public Library, which safeguards a borrower's right to privacy.

Accessibility of Patrons' Records:
A patron with their library card can access information about titles that are checked out to them as well as other account information. When a patron comes to the library in person or calls by telephone and provides their library card number, after their name and address is verified, this information will be supplied by library staff. Patrons can also access this information online from the MCLS public access catalog.

Accessibility of Juvenile Records:
A parent or legal guardian with the library card of their child (less than 16 years of age); can access information about titles that are checked out to their child and other account information of their child. When the parent or legal guardian comes to the library in person or calls by telephone and provides their library card number, after their name and address is verified, this information will be supplied by library staff. The parent or legal guardian can also access this information online from the MCLS public access catalog.

If a Patron Does Not Have Their Library Card:
When a patron comes to the library and does not have their library card on hand, library staff can supply information about the patron's record if the patron presents appropriate identification verifying name and address.

When a patron calls the library but does not have their library card, if the patron verifies their name and address, library staff can inform the patron if they have materials on hold but will not give out other account information.

If a Patron Has Someone Else's Card:
When a patron comes to the library in person and has a valid library card belonging to a friend or family member, the patron will be able to:

- Pick up reserved material
- Check out and renew materials.

However, unless the patron is the parent or legal guardian of a cardholder under 16, library staff cannot provide the patron with any title information about materials that have been checked out on the card or other account information.

Making Changes of Personal Information:
The card owner must be present and may be asked to show valid identification when staff update the patron's personal information on the patron's account.

Smartphone Reader Application:
Smartphone reader applications may be used in place of a traditional library card when patrons request information about their patron record.

Out of County Borrowers:
The above privacy safeguards apply to patrons with out of county library cards. Patrons residing outside of Monroe County are required to complete an "Out of County" application and provide acceptable identification. Library accounts for out of county borrowers are available for a $25 annual fee. A patron who rents or owns property in Monroe County but resides outside of Monroe County may show a current tax bill or lease agreement as proof. Residents of the Caledonia-Mumford School District are not required to pay the out-of-county library card fee for the Monroe County Library System. This is because Caledonia-Mumford residents pay property taxes that are split between the Caledonia and Mumford libraries, making them included as Monroe County taxpayer.