

# V. Patron Confidentiality

## V-A: Confidentiality of Records

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All records related to patron registration and circulation of materials are considered to be confidential in nature, in accordance with the Library Records Confidentiality Act (75 ILCS 70). The contents of registration and circulation records shall not be made available to anyone except authorized library personnel or as required by law. Authorized library staff may only provide information about a minor's fines and fees to the parent or legal guardian. Circulation information will not be provided.

Notices and bills are sent to patrons by postal mail and/or email. The library will make a good faith effort to maintain confidentiality. If the patron has requested notification by email, the library cannot be responsible for the security of email messages.

Requests for confidential information must be directed to the Director. Confidential information will not be released unless one of the following is true:

- The Director receives a court order directing the release of the information
- A sworn officer of the law represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm. The officer must complete the *Officer's Request for Confidential Information* (Appendix 9) and submit it to the Director.

## V-B: Security Camera Footage

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The Library has security cameras to enhance the safety and security of Library users, staff, and property. Security cameras are used to discourage illegal behavior and policy violations, to enhance the opportunity to apprehend offenders, and to provide recorded data relevant to the control of library security and operations. Cameras will not be used for the purposes of routinely monitoring staff performance or for staff evaluation.

Signs will be posted at all entrances informing the public and staff that security cameras are in use. Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy, such as restrooms or private offices. There is no audio recording associated with the cameras.

Recorded footage is secured in a controlled area for thirty days. Images that show evidence of suspected misbehavior will be saved longer. Access to the archived footage is restricted to the library director and the business manager. Recordings will be shared with law enforcement in support of active investigations.

A log will be maintained, including name, date, time, and reason for viewing, for remote access and viewing of archived footage.

All staff members have access to real-time images as needed to observe patrons in areas not visible from the circulation desk. Because cameras are not monitored continually, the public and staff should take appropriate precautions for their safety and for the security of their personal property. The Mahomet Public Library is not responsible for loss of property or personal injury.

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