



Confidentiality of Library Records

It is the policy of the Fox River Grove Public Library District to ensure the privacy of the users of its services and to consider any Library records to be confidential in nature.

The Library does not retain Personally Identifiable Information (PII) reviewed for the purpose of issuing library cards.

Library records are for the sole purpose of protecting public property and are not to be used directly or indirectly to identify the types of materials used by individual Library patrons. Under no circumstances shall the Library Staff answer to a third party about what a patron of the Library is reading, or the kind of information asked for, from the Library's collection.

No Library records shall be made available to members of the public, the press, or any agency of state, federal, or local government, except pursuant to such process, or order, or subpoena as may be authorized under the authority of and pursuant to federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Moreover, any costs incurred by the Library in any search through patron records even under court order, shall be chargeable to the agency demanding such search.



Confidentiality of Library Records Procedures

Circulation Requests Made by Patron

A patron must present their barcode number either in person or on the telephone, before any information will be given concerning circulation activity including but not limited to:

- Items checked out
- Items overdue
- Fine information
- Hold information (either items on hold or those awaiting collection)

Circulation Requests Made by Someone Other than the Patron

Patrons may check out and perform all account activities using another person's card. We assume that our patron has given permission to the other person unless we have been notified that a library card has been stolen.

However, the other person does not have the patron's library card, we cannot give any information about the account nor allow any circulation activity. An exception will be made for guarantors listed on Child cards.

Patron Information

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

Retention of Patron Information

Inactive patron records are purged on a regular basis using Illinois State Library best practices as a guideline.