

Geauga County Public Library
Operating Policy Manual

SECTION: CONFIDENTIALITY AND STORAGE OF PATRON
PERSONAL
INFORMATION AND CIRCULATION RECORDS
NUMBER: 710
EFFECTIVE DATE: DECEMBER 17, 2019

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Confidentiality of circulation records and patron information is provided for under Ohio Revised Code Section 149.432. Storage of personal information of patrons is provided for under Ohio Revised Code Chapter 1347.

Geauga County Public Library, which includes the Board of Trustees, the employees of the Library and library volunteers, will follow this law in guarding the confidentiality of library records that contain information about individuals who use the library and how they use it.

A confidential library record contains,

- a) Information that the library requires an individual to provide in order to be eligible to use library services or borrow materials;
- b) Information that identifies an individual as having requested or obtained specific materials or materials on a particular subject;
- c) Information that is provided by an individual to assist library staff answer a specific question or provide information on a particular subject; and
- d) Patron information as personally identifiable information about an individual who has used any library service or borrowed any library materials.

Geauga County Public Library records or patron information can be released only in the following situations:

- a) Parents, guardians, and custodians will have access to their minor children's records;
- b) In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances;
- c) With the consent of the individual who is the subject of the record or information; or
- d) For administrative purposes, including establishment or maintenance of a system to manage the library records or to assist in the transfer of library records from one records management system to another, compilation of statistical data on library use, and collection of fines and penalties.

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The library is permitted, but not required, to release records that document improper use of the Internet at the library so long as any patron information is removed from those records.

Storage and maintenance of the patron and circulation records is administered by Clevnet.

All employees must comply with this policy. Any violation of this policy is grounds for discipline up to and including termination. Employees are expected to report any unauthorized use of patron personal information maintained by the Library to the Director. A person making such a report is protected from retaliation. An employee who takes retaliatory action against any individual who has reported unauthorized use of the Library's personal information systems is subject to disciplinary action up to and including termination.

Any person who wishes to review his/her personal information stored in the patron and circulation database may request to do so but s/he must provide proper identification before the information may be released. The Library will:

- Inform the person of the personal information that is stored;
- Permit the person, the person's legal guardian, or attorney who presents a signed written authorization made by the person, to inspect all personal information that is attached to the person's name;
- Inform the person about how the information is used, including the identity of any users granted access to the information;
- Allow any person wishing to view his/her personal information through this process to be accompanied by another individual of the person's choice; and/or
- Provide a copy of any personal information that the person is authorized to inspect for the cost of the copies.

A person may dispute the accuracy, relevance, timeliness, or completeness of personal information that pertains to him/her that is maintained in the Library's personal information system. The Library will investigate the dispute as soon as reasonably possible but no later than 90 days after the written request in order to determine whether the disputed information is accurate, relevant, timely, and complete. The Library will notify the person in writing of the results of its

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investigation. Unverified or inaccurate information will be deleted from the personal information system. If the person is not satisfied with the Library's determination, the Library will allow the person to include a brief statement, no more than 100 words, in the system of his/her position about the disputed information, or, the Library will add a note in the system about the person's protest that the information is inaccurate, irrelevant, outdated, or incomplete. The Library may include this information in any subsequent communications about this dispute.

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