

<p style="text-align: center;">PALMER PUBLIC LIBRARY POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS</p>

1. The Palmer Public Library recognizes that our patrons must feel no restriction in their use of library resources because they fear invasion of their personal privacy. This belief is based on Massachusetts General Laws, Chapter 78, Section 7: *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...*
2. Confidentiality of Palmer Public Library records applies to:
 - Information sought or received;
 - Materials consulted or borrowed;
 - Database search records;
 - Reference interviews;
 - Circulation records;
 - Interlibrary loan transactions;
 - Registration records;
 - All other personally identifiable uses of library materials, services, or facilities.
3. No such records may be disclosed by the Palmer Public Library, except to:
 - The owner of the library card to which they are assigned;
 - Persons authorized by the cardholder to inspect his or her records or persons identified as “designated borrowers” by the cardholder;
 - A parent or legal guardian of any cardholder eleven years old or younger, with proper identification, where reasonable access will be given to appropriate records;
 - Library staff members acting within the scope of their job duties;
 - Representatives of any local, state, or federal government, pursuant to subpoena or search warrant authorized under local, state, or federal law relating to civil, criminal, or investigative power. Library staff will refer any such subpoena or search warrant to the Library Director or Designee, who will consult with legal counsel to determine if the subpoena or search warrant is in proper form and if there is a valid basis for issuance before providing confidential information. Evening and weekend staff will attempt to reach (#1) the Library Director or (#2) the Designee. All inquiries about such requests or investigations will be referred to the Library Director or Assistant Director.
4. Unless a “gag order” is in effect (as specified, for example, by the USA Patriot Act of 2001), the Library Director will notify the following parties of any request for confidential information made pursuant to a subpoena or search warrant:
 - President of the Board of Trustees (Chet Topor: 283-6841);
 - Massachusetts Library Association (Kimberly Lynn, President: 781-275-7729);
 - American Library Association (Office of Intellectual Freedom: 800-545-2433);
 - Massachusetts Board of Library Commissioners (Robert Maier, Director: 800-952-7403).
5. The Palmer Public Library will collect and retain personally identifiable information only when necessary to fulfill the mission of the library.

Adopted, April 16, 2003
Amended 3/27/08