

## MEDINA COUNTY DISTRICT LIBRARY POLICY MANUAL

<b>Policy No:</b>	PUB-3	<b>Title:</b>	CONFIDENTIALITY OF MEMBER RECORDS				
Section:	Public Services	Owner:	Asst. Director	Resolution:	18-41		
Board Approval Date:	7-16-18	Effective Date:	01/01/09	Revised Date:	7-11-18	Reviewed Date:	7-11-18

The Medina County District Library recognizes that its circulation records, member registration records and other records identifying the names of library account holders with specific materials or queries are confidential in nature. With verifying information (DOB and address of minor) a minor child's parent/ legal guardian has full access to account information.

Ohio Revised Code section 149.432 specifically prohibits the disclosure of information about the public records of adult library users. No library account records shall be made available to any agency, including state, federal or local government, except in accordance with a subpoena, search warrant or other court order or to a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances.

### IN PERSON

- A person in possession of a library card has full access to all account information and privileges pertaining to that card.
- A person possessing only the library card number needs to provide verifying information (DOB) in order to have full access to account information and privileges.
- A person without a library card or library card number is required to provide the driver's license or state/federal ID number.
- No member information can be given to a third party, including the spouse of the account holder, unless that person is in possession of the member's library card or library card number with verifying information (DOB of the account holder). Possession of the library card or card number with verification indicates approval or consent by the account holder.

### BY TELEPHONE

- In order to have full access to account information, a person is required to provide the library card number and DOB. Possession of the library card number with verification indicates approval or consent by the account holder.

### PIN (Personal Identification Number)

- A PIN is used as a security verifier when a member accesses his/her library card account online or at self-check. PINs default to the last four digits of a member's phone number. Members can access and/or change their PIN online. PINs are masked in SIRSI by \*\*\*\*. Staff do not have access to PINs.