

**Randall Library – Stow, MA**  
**100-00009 – Rev 02 – August 2021**  
**Confidentiality of Records Policy**

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The Randall Library staff and Board of Trustees in compliance with Massachusetts Law (MGL Ch. 78, sec 7) agree to protect library user's right to privacy and confidentiality with respect to information sought or received and any sources consulted, borrowed, acquired or transmitted while using the Randall Library.

The policy of the Randall Library is not to reveal the borrowing records, reserve or fine records to any person other than the owner to the library card to which they are assigned. This restriction includes the release of any information to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigating power.

The library staff has been instructed not to release any information about a library account to any individual who is not the assigned user. Library staff (including volunteers and interns) recognizes that registration files, identifying names, addresses, e-mail accounts, telephone number, PINs (Personal Identification Numbers), and library usage information are all confidential. If a library card holder has instructed a library staff member to make changes to their library account information, that individual must present a valid form of identification to a library staff member before any changes can be made.

This prohibition on the release of information applies to parents and guardians of minors who have their own library cards. However, the Randall Library recognizes that instances may arise when a parent or legal guardian might need information on fines, overdue materials or materials that need to be replaced in a minor's account. In cases when an individual is responsible for library materials of a minor child eight years old or under, library staff members have been instructed to inform a parent or legal guardian of the minor child's library records verbally or printed on paper. The Randall Library staff advises patrons who are parents or legal guardians to encourage children in their care, who have their own library cards, to obtain a PIN (Personal Identification Number) for library cards, so that they can access their borrowing records privately at a library or from any computer.

Adopted on June 11, 2014

Updated on August 10, 2021