Confidentiality of Patron Records

Brandywine Community Library
Policy Updated: 3/26/26

In compliance with PA Act 1984-90. Section 428 (Library Circulation Records), all records, formal and informal, in the Brandywine Community Library relating to patron registration and the subsequent circulation by patrons of materials provided by the library are considered to be confidential in nature.

When speaking to a family member and not to the patron, information about the material should be restricted to information that does not reveal the content, e.g. “a book has been reserved and may now be picked up”. If information is requested by a person other than the patron, care must be taken to preserve confidentiality. Addresses, telephone numbers, or any other personal information from a patron’s record should not be given out.

In order to prevent an unreasonable invasion of personal privacy, the contents of registration and circulation records shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order, or subpoena under the law.

Upon the receipt of any process, order, or subpoena, the person named and/or served shall immediately report to and consult the Library Director and the legal counsel of the Brandywine Community Library to determine if such process, order or subpoena is proper and in full compliance with proper legal authority. In the event the legal process fails to sufficiently identify or name in specific terms or specifications the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the library and its personnel, except under further due process of law.

Any problems or conditions relating to the privacy of a patron through the records of the Brandywine Community Library which are not specified in the policy statement shall be referred to the Library Director, who, after study and consultation with the Board of Trustees and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

Signature_____ Date_____