

**FLORIDA PUBLIC LIBRARY
PERSONNEL POLICY**

Adopted by the Board of Trustees

December 6, 2010

4 Cohen Circle, Florida, NY 10921-1514

Section I. – Requests for Information About Library Users

Library records are confidential by law and it is the responsibility of all staff members and volunteers to protect the privacy of library users at all times. The only exception shall be that upon request, parents and guardians shall be informed of overdue and lost materials borrowed by children, for whom they are legally responsible, on a Florida Public Library juvenile borrower's card.

Any other requests for personally identifiable information about library users, including requests by agents of federal, state, and local law enforcement agencies, shall be referred by the staff to the Director. If approached by an agent or officer, staff members should immediately ask for identification and then immediately refer the agent or officer to the Director.

A court order is necessary for a law enforcement agency to compel cooperation, to seek information for an investigation or to require answers to questions, other than the name and address of the person speaking to the agent or officer. If the agent or officer persists, or makes an appeal to patriotism, the Director should explain that, as good citizens, the library staff will not respond to informal requests for confidential information, in conformity with professional ethics, First Amendment freedoms and state law. All staff members and volunteers shall be familiar with the Library's Policy on Confidentiality of Library Records.