

## **Confidentiality of Records Policy**

All personally identifiable information about a library user shall be strictly confidential.

The Library adheres to Article III of the Code of Ethics of the American Library Association, which states that confidentiality extends to “information sought or received and resources consulted, borrowed, acquired or transmitted,” including, but not limited to, reference questions and interviews, circulation records, digital transactions and queries, as well as records regarding the use of library resources, services, programs, or facilities.

All records containing personally identifiable information about users of the Library are unavailable to agencies or individuals.

Those who make inquiries for such information, including police, FBI, CIA, or similar law enforcement agency or personnel should be informed of this protection and that:

- The inquiry for such information will be directed to the Town Counsel.
- The Library staff is not empowered to make such information available until such time as it has received an opinion from the Town Counsel.

Approved by  
Reuben Hoar Library Trustees  
October 10, 2024