

East Providence Public Library Patron Privacy & Confidentiality Policy

Pursuant to RI General Laws [§ 11-18-32](#), [§ 11-49.3](#) and [§ 38-2-2 sub-§ 4\(U\)](#), and as part of our commitment to intellectual freedom, it is the policy of East Providence Public Library (EPPL) to protect the confidentiality of patrons and the privacy of patron interest and inquiry.

Privacy is essential to free speech, free thought, and free association. Confidentiality extends to all records with identifying information about patrons, including their borrowing records, requests for information, materials, and their loan transactions. It also includes their use of library computers, all electronic and print resources they access, all items printed on library 3D printers, library programs and services, and social work services. Confidentiality also extends to personal information such as circumstantial details. These details are incidental or situational information shared during interactions with library staff, such as aspects of a patron's life, activities, or experiences, not directly related to library transactions, but relevant to the conversation or assistance provided.

EPPL will keep patron records and information confidential and will not disclose except as necessary to library staff and vendors for the proper operation of the library, upon consent of the user, pursuant to a subpoena or court order or as otherwise required by law.

All law enforcement requests must be subject to approval by the Library Director or the Director's designee. Other staff members are not authorized to disclose any of the information discussed in this policy to law enforcement personnel.

The only exception to this policy is for minors. Parents/guardians of 13 to 17 year olds may have access to their child's library record only as necessary for the reconciliation of financial transactions, as the parents/guardians are financially responsible for a minor's actions. Parents/guardians of children under age 13 may have access to information on their child's library card.

Video surveillance

EPPL uses camera systems at the Weaver library for the purpose of security enhancements for property, staff members, and patrons. As EPPL is a public space, patrons should have no reasonable expectation of privacy for being within that space and may, therefore, be identified on EPPL's video surveillance. EPPL reserves the right to disclose voluntarily surveillance footage to law enforcement personnel when the Library Director or the Director's designee deems it appropriate.

Patron location

Although EPPL is a public place in which patrons have no reasonable expectation of privacy, library staff will not disclose the presence or location of any patrons within EPPL to inquiring persons when the relationship between the inquiring person and the patron sought is in any way unclear, uncertain, or threatening. For example, a person who calls EPPL asking for the location of a friend will not receive any information on that person. However, if a person alleging to be a child's parent enters the library looking for his or her child, and a staff member can verify the legitimacy of this parental relationship, then that information may be relayed to the person requesting the information. EPPL may disclose voluntarily the presence of a person to law enforcement personnel.