

Huntington Public Library PROCEDURE FOR REQUESTS FOR PATRON RECORDS OR INFORMATION

Handling requests from individuals who are not law enforcement officers

Whenever any individual, including Huntington Public Library volunteers or town staff, presents himself or herself to any staff members and request information, the Library staff member should inform the individual that, according to Huntington Public Library policy, this information cannot be provided without following procedures listed below. If s/he has further questions, s/he should be directed to the Library Director.

Handling requests from law enforcement officers or other parties in possession of purportedly binding legal demands

When an individual presents himself or herself to any staff member as a law enforcement officer or as someone bearing a binding legal demand, and requests user information about Library patrons, the staff member should:

1. Ask to see photo identification;
2. Ask the officer if he or she has binding legal demand;
3. Call our Library Director and advise her if the individual has presented identification and purportedly binding legal demand to obtain user information;
4. Direct the individual requesting information to speak with the Library Director, who will follow the procedure below.

After directing the Law Enforcement Officer to the Library Director, the staff member must not inform anyone about the request.

If the Library Director cannot be reached, the staff member should contact one of the following persons and direct the individual requesting the information to speak with him or her:

1. Assistant Director
2. Board of Trustees Chair
3. Other Trustees

If the staff member cannot reach the Library Director or Trustees, s/he should contact the American Library Association's Office of Intellectual Freedom (ALA OIF) at 1-800-545-2433, ext. 4223. Do not identify yourself. Simply say, "We need legal advice." An ALA lawyer will assist you. After speaking with the lawyer, do not inform anyone else of the request unless authorized to do so by the ALA lawyer.

Student workers and volunteers are to be advised to immediately turn over any transaction of this type to a staff member. If the event that a staff member is not available, the above procedure must be followed.

Library Director's procedure for handling requests from law enforcement officers

If the individual DOES NOT present photo identification and/or a binding legal demand, the Library Director should:

1. Review and make a copy of whatever identification information the individual does present;
2. Advise the individual that the Library cannot comply without appropriate identification and documented legal authorization;
3. Provide the individual with a copy of this policy;
4. Direct the individual to the Town Attorney.

If the individual DOES present appropriate photo identification and a binding legal demand, the Library Director should:

Contact the Town Attorney (Jim Carroll, 388-6711) who will advise the Library Director about her legal responsibilities to respond to the demand and about procedures for responding to the person seeking the user information. Counsel will also advise about any applicable restrictions concerning communications with the user or others about the legal demand the Library's response to it.

Huntington Public Library Board of Trustees

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