

Confidentiality and Law Enforcement Inquiry Policy

Pursuant to New York State Civil Practice Law and Rules (CPLR) §4509, the Patchogue-Medford Library adheres to the following guidelines concerning the disclosure of information about library users in order to protect patron confidentiality and comply with state law.

No information regarding or including:

- 1) Patron's name
- 2) Patron's address
- 3) Patron's telephone number, fax number or email address
- 4) Library circulation records, including interlibrary loan transactions
- 5) Borrower's records
- 6) Number or character of questions asked by a patron
- 7) Frequency or content of a patron's visits to the Library
- 8) Computer usage
- 9) Program registration
- 10) Any other information supplied to or gathered by the Library

shall be given, made available or disclosed to any individual, corporation, institution, government agency or other agency without a valid process order or subpoena. The Library Director is the only person authorized to release any information regarding a patron. The Director may authorize the release of certain records to the parent or legal guardian of a library patron seventeen years of age or younger in order to facilitate the collection of fees or to the extent necessary for the proper operation of the Library. The Patchogue-Medford Library reserves the right to utilize its collected records while in the course of its operations and in cooperation with other public libraries in Suffolk County.

Employee Handling of Law Enforcement Requests

If a law enforcement officer requests library records or information about a library user or staff member, employees will:

1. Request the officer/agent's name and ID, and the reason for the visit.
2. Inform the officer that the Library Director is the only individual authorized to respond to requests for records.

No employee shall provide the agent with any information regarding a particular patron without express authorization to do so from administration.

If presented with a valid process order or subpoena:

1. The employee will direct the individual to the Library Director or another appropriate administrator designated by the Library Director who will receive the process order or subpoena and inform the agent that protocols require notifying and obtaining guidance from legal counsel.
2. Administration will contact legal counsel and provide them with the details and documentation obtained from the agent and follow directives.

Adopted by the Board of Trustees September 28, 1988; Revised May 19, 2026.