

CONFIDENTIALITY OF RECORDS

The Elmhurst Public Library abides by Illinois Law, which states that the records of patron transactions and the identity of registered library patrons are confidential material. The Elmhurst Public Library does not make available patrons' personal information or the records of patron transactions to any party except in compliance with the law. The Elmhurst Public Library does not make available lists of registered Library patrons except in compliance with the law.

Staff will access patron accounts only as required for Library operations and will require identification before providing any account information to a patron.

COMPLAINTS FROM THE PUBLIC

All complaints from the public will receive a timely and thoughtful response if a patron includes contact information. If an issue cannot be resolved immediately, the person's written complaint and contact information will be forwarded to the appropriate supervisor or the Director for a response.

If the complaint concerns a book or other item in the Library collection, see the Collection Management Policy in this manual (6.1) ~~Materials Selection Policy—Reconsideration of Library Materials in this manual (6.1.4.4).~~