

## RULES

- The overhead paging system is only to be used for approved closing messages and emergencies.
- The Library will not page or look for individuals who may be in the library.

## REASONING

In situations where information is requested concerning a patron's presence, activity or behavior in the library, we will act in order to maintain the confidentiality of that patron, unless there is a clear indication of endangerment. The following principles will govern our response:

The library respects the rights of users. The [ALA Code of Ethics](#) and [Library Bill of Rights](#) acknowledge the paramount importance of library patron privacy:

*"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."*

*"The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship."* [Privacy: an Interpretation of the Library Bill of Rights](#) (2002)

## SITUATION

- If a caller/person identifies themselves as a parent or guardian seeking to know if a particular child or person is in the library, we will NOT look for, page or report the presence of this person.
- If a caller/person asks library staff to contact them if a person is later seen in the library, we will NOT share this information.
- If the caller is very concerned, they should contact the police who can make a missing person report.
- If library staff become aware of a person in the library wanted by the police that is missing or endangered, library staff should contact the police.
- If a child under the age of 10 is in the library without a guardian, it is noted in the Parent Responsibility policy to call either police **503-629-0111** or the DHS mandatory reporting hotline: **1-855-503-7233**.

The above principles should guide all requests regarding patrons in the library. However, trained staff may determine that under some circumstances, library services are best facilitated by providing some limited information.