

Patron Rights Policy

1. **Library Bill of Rights.** The Salisbury Free Public Library supports the Library Bill of Rights affirmed by the American Library Association:
<https://www.ala.org/advocacy/intfreedom/librarybill>
2. **Freedom to View.** The Salisbury Free Public Library supports the Freedom to View principles affirmed by the American Library Association:
<https://www.ala.org/advocacy/intfreedom/freedomviewstatement>
3. **Freedom to Read.** The Salisbury Free Public Library supports the Freedom to Read principles affirmed by the American Library Association:
<https://www.ala.org/advocacy/intfreedom/freedomreadstatement>
4. **Confidentiality of patron records.** The Salisbury Free Public Library defines as confidential:
 - a. A library patron's personally identifying information, including but not limited to the library patron's name, address, phone number and e-mail address.
 - b. Information that identifies a library patron as having requested, obtained or used books or other materials in any medium at the library or provided by the library
Such information may be released only with the express written permission of the library patron involved; to officers, employees, volunteers and agents of the library to the extent necessary for library administrative purposes; or as the result of a court order. Court orders will be handled only by the Library Director or Board President.
5. **Public record.** The Salisbury Free Public Library may publish and release as a public record aggregated and statistical information pertaining to library patronage, circulation activities and use of any service or consultation the library provides, as long as the release of the information does not jeopardize the confidentiality of a library patron's personally identifying information.
6. **Complaints.** Any complaints should be directed to the President of the Board of Trustees using the Library Complaint Form (Appendix D). This form is available at the public input box located in the Library and should be placed in the box when completed.

Approved 02-19-2024