### Appendix [LETTER]: Systems Access and Confidentiality of Library Records Acknowledgement

As an employee of **[NAME OF LIBRARY]**,you have access to library patron’s personally identifiable information (PII) contained in Evergreen, email, reports, calendars, and other local tools. This information is confidential by law and needs to be protected. Your access is contingent on adhering to local policy, state law, and the OWWL Library System’s Systems Access and Confidentiality of Library Records Policy. We encourage you to review local policies and the full System policy (<https://owwl.org/system/systemsaccess>) for all the details. Below is a general overview of policies and law to help better understand this access.

**General Overview of Policies**

* **Use information only for circulation needs**: You may only access and use information to perform tasks related to providing library services such as notifications regarding available holds, checkouts, renewals, overdue materials, and card expirations. You may also directly communicate with a patron about issues with their account. No other access is assumed or approved when accessing personally identifiable information.
* **Keep information confidential**: User information may not be shared with anyone except other authorized users or the patron. This confidentiality continues even after you leave the library.
  + **Please Note:** Library trustees, volunteers, Friends of the Library, and other patrons are not authorized users and may not be granted access to patron information or records.
* **Keep information secure**: Account access must be protected by using strong passwords (randomly generated, at least 12 characters), by not repeating passwords for different logins, by only accessing accounts on library-owned machines, by not downloading user information to personal devices, and by not sharing account credentials with anyone.
* **Review full policy**: This summary provides a general overview; all related policies and laws should be reviewed in their entirety by all authorized library users. These policies and laws include the Systems Access and Confidentiality of Library Records Policy, Civil Practice Law 4509, and local confidentiality laws.

**Acknowledgment**

**By acknowledging receipt of this handbook**, I affirm that I have been informed of, understand, and agree to comply with the terms and conditions governing my access to this data. I have reviewed all relevant policies and laws and am satisfied with the answers to my questions.

**I further understand** that any violation of policies or laws related to the appropriate release of or disclosure of patron information may result in one or more sanctions, including immediate termination of my access to the Information Systems (including, but not limited to Evergreen and email), criminal penalties, or civil liability.