

Volunteer Access to Patron and Circulation Data

In order to update our statement on the use of volunteers in the library, Julie asked Marti Minor to give her thoughts on the matter.

Marti's response indicated the library has an obligation to protect the confidentiality of patron and circulation records and would be liable for any exposure whether it be via paid employee or volunteer. She indicated that policy decisions as to which staff (paid or volunteer) will have access to the records are important. With volunteers, there is really no enforcement mechanism unlike with a hired employee. A hired employee could risk losing livelihood whereas a volunteer would just lose the volunteer opportunity.

We are asking the Executive Committee to endorse a continued policy that does not allow volunteers to access the staff functions of the PINES system as it could pose a threat to libraries who would be liable for any breaches.