



NPL Volunteer Policy Statement of Confidentiality of Library Records

The Norfolk Public Library recognizes the responsibility of protecting the privacy and confidentiality of library users. This confidentiality extends to information sought or received; including library materials consulted or borrowed, database search records, reference interviews, inter-library loan records, circulation records, registration records and all other personally identifiable uses of library materials, facilities or services. Such information may not be disclosed.

Volunteer Declaration:

- As a volunteer I have read and understood the above declaration on confidentiality and agree to work within these arrangements.
- I will maintain the confidentiality of the clients' and service users' personal, sensitive or confidential information.
- I will only discuss these details with other volunteers or staff members if it is appropriate or necessary to do my role as a volunteer.
- I will not mention the names or other details of clients and service users in conversation with people outside the organization.

Print Name _____

Date: _____

Signed _____

A confidentiality statement ensures volunteers understand the need to keep information confidential, to respect the privacy of clients, other volunteers and staff and that the volunteer will use all information gained in the course of their service in a responsible manner.