

# **Carbon County Library System**

## **Confidentiality of Library Customer Records**

### **1. Purpose**

To state the policy and procedures concerning personal library records, the confidentiality of such records and library customers' right to privacy.

### **2. Definitions**

- A. Customer - Any individual who is registered to borrow at the Carbon County Library System or any other person who used the library or its resources.
- B. Inquirer - Any individual who seeks access to library records. This includes law enforcement personnel and other governmental representatives.
- C. Library Records - Any information that is used to identify library customers, provide information about library customers or identify library materials used by or services provided to library customers.

### **3. Issue**

Library policy supports intellectual freedom and the right to read without fear of censor or reprisal. The Board of Trustees considers library use by any person to be his/her business and no one else's. All library records which could serve to identify individual library customers or reveal their use of the library are, therefore, confidential and not open for public inspection.

### **4. Policy**

- A. Library Board policy protects the privacy of all customers who use the library and prohibits release of information regarding library customers or individual's library use, except as provided by law.
- B. It is the policy of the Library Board never to yield any information about individual library customers, their reading or other use of the library to any individual, officer or agency of government, whether local, state, or federal, without a valid order.
- C. Individuals may inspect their own library records.
- D. Custodial parents or legal guardians may inspect their minor child's library records, upon presentation of appropriate documentation proving custodial status, e.g., documents demonstrating common residence of parent and child - drivers license, rent receipts, etc., or court-awarded custody orders.
- E. Any costs incurred by the library in any search through customer records, initiated by compliance with a valid court order, shall be chargeable to the agency demanding the search.
- F. Records which may be required in controlling the use of library books or other items or services, either on or off the premises of the library, are for the sole purpose of protecting public property and such records shall not be used directly

or indirectly to identify the kinds of materials used by individual library customers.

G. This policy applies to all library customers of all age groups.

## 5. Procedures

A. Ask of identification from the inquirer.

B. Explain confidentiality policy to inquirer. If necessary, show the written copy of the policy to the inquirer.

C. Refer the matter to the Library Director or the acting Library Director.

## 6. Employee Confidentiality Acknowledgement Waiver

I shall respect the privacy concerns of the people we serve, and I shall hold in confidence all information obtained in the course of professional service, whether that information is obtained through written records or daily interaction with the person. Therefore, I will not disclose an individual's confidences to anyone, except: 1) as mandated by law; 2) to prevent a clear and immediate danger to a person or persons; 3) where I am compelled to do so by a court or pursuant to the rules of a court.

I shall store or dispose of professional records in ways that maintain confidentiality.

I shall possess a professional attitude which upholds confidentiality toward the people we serve, colleagues, applicants and any sensitive situations arising within the Library System.

I, upon my termination, shall maintain client and co-worker confidentiality and I shall hold confidential any information about sensitive situations within the Library System.

I understand that violation of this confidentiality statement may be grounds for immediate dismissal.

Staff

Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor

Signature \_\_\_\_\_ Date \_\_\_\_\_