

**SOUTH PASADENA PUBLIC LIBRARY**  
**Confidentiality Policy**  
**(Replaces: Policy On The Confidentiality Of Library Records)**

**Written:** 7/7/97

**Adopted:** 8/12/97

**Amended:** 3/11/03, 11/14/06

**Reviewed:** 3/11/03, 11/14/06

The South Pasadena Public Library's commitment to the confidentiality of patron information is rooted in the law, as well as the long-standing practices of the library profession. In accordance with the American Library Association's *Code of Ethics*: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

Pertaining to the Library's registration and circulation Records, Section 6267 of the "Public Records Act" of the *California Government Code* stipulates: "All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- By a person acting within the scope of his or her duties within the administration of the library
- By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records
- By order of the appropriate superior court.

The South Pasadena Public Library does not create unnecessary records and only retains information needed. The Library does not engage in practices that would compromise the confidentiality of patron records. The Policy on the Confidentiality of Library Patron Records shall comply with applicable federal, state and local laws. Although the Library must keep information on such items as overdue and lost materials, and outstanding fines, and payments of patron accounts, these records are kept secure and are purged from the Library's computer system when no longer needed for library business purposes. Paper records containing personal information such as names, addresses, and phone numbers, are shredded once added to the computer system. Only library staff and authorized volunteers shall have access to personal data stored by the Library. All Library staff members and volunteers working with personal records will sign agreements on the confidentiality of library records.

All personal patron information is kept confidential and will not be disclosed to any third party unless the Library is compelled to do so under the law. This privacy protection includes database search records, reference interviews, circulation records, interlibrary loan records and other personally identifiable uses of library materials, facilities, or services. Records will be made available in the event that a duly authorized request is received from a law enforcement agency. Any court order, warrant, or subpoena presented to the Library shall be forwarded to the City Librarian and then to the City Attorney for review prior to any action being taken if the laws governing the particular type of court order, warrant, or subpoena so permit.

Individuals wishing to update or verify the accuracy of personal information may do so at the Library's Circulation Desk. To ensure the security of personal data, verification of identity will be required in the form of a valid I.D. such as a driver's license, passport, etc. The purpose of accessing and updating personal information is to ensure that library operations function properly. These functions include the notification of the availability of reserved or Interlibrary Loan items, reminders of overdue materials, etc.

In order to ensure that patrons' records are private, the Library requires patrons to have their library cards in order to access their account information -whether online, by phone, or in person. The lone exception is when a patron uses a form of acceptable ID and pays the fee to have their card number retrieved. Except when required by law or to fulfill an individual user's service request, the Library will not disclose any personal data collected from patrons. The Library does not sell or lease patrons' personal information. South Pasadena Public Library will not share data on individuals with third parties unless required by law.

When Library staff phone a patron about a reserved item, account information, such as a book's title or subject matter, will only be released if the person on the other end of the line has the library card number.

If a patron is trying to help a family member or infirm friend we will only provide account information if they have the other person's card. The only exception to this is when an outside party wants to pay all or part of the debt owed on another's library card. In this situation, staff can look up the patron record and provide only the amount owed and collect a payment. No other information can be given out without the library card.

Only the City Librarian or a designee is authorized to receive or comply with requests from law enforcement officers. Library records will not be made available to any agency of the state, federal, or local government unless the Library is served with a subpoena, warrant, court order, or other authorized request that requires legal compliance.

Confidentiality rules also apply to children's information. In order for the Library to provide information about a minor's account, a parent or guardian must have their child's card number (online or by phone), or if they are here in person, they must present the child's card or provide valid identification verifying that they are the parent who accepted responsibility for their child by co-signing the card.