

## 802: CONFIDENTIALITY

See also related policies: Use of Library's Cardholder Database (704), Circulation of Materials (801), Display Policy (805), Internet Use Policy (815), Meeting Rooms (806), Library Bill of Rights (1001), Volunteer Policy (505) and Conduct in the Library (809). See also Code of Iowa, Chapter 22, Examination of Public Records (Open Records) and Section 22.7, Confidential Records.

- 802.1 Confidentiality of library records is central to intellectual freedom and directly related to the ability of citizens to use library materials and pursue information without fear of intimidation. The purpose of this policy is to explain how the Library will respond to requests for information about library users.
- 802.2 The Iowa City Public Library Board of Trustees recognizes that library circulation records and other records identifying specific users are confidential in nature. No individual except authorized library staff shall have access to circulation or patron records other than his or her own without the cardholder's consent.
- a. The Library interprets possession of a card (or card number in a phone or email request) as consent to use it unless it has been reported lost or stolen, or there is reason to believe that consent has not been given.
  - b. Library accounts for which a bill has been sent may be revealed to parents of minor children, a collection agency, or law enforcement personnel.
- 802.3 Confidentiality extends to information sought or received and materials consulted, borrowed, or acquired and includes Internet and electronic resource search records; reference interviews and transactions, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, equipment or services.
- a. Contact information for displays and meetings is provided by the user and considered public information.
  - b. Persons attending library programs or public meetings may be videotaped or photographed as an audience member. These images may be used for library programming or promotion, including broadcast on The Library Channel, Library website, the Internet, and other media.
  - c. Security cameras are installed in the Library to protect the safety and security of people, the building and its contents. Only authorized Library staff may view recordings. However, Library security camera recordings are public records, and may be viewed upon receipt of an open records or law enforcement request.
  - d. The Library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed, from third-party digital services to which we provide access.

At no time will the Library Director, who serves as custodian of the records, release protected records except pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.

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