

3.2 Confidentiality

Adopted: July 19, 2000

Amended & Reapproved: October 16, 2002; October 15, 2003; June 20, 2007; August 18, 2010; May 21, 2014; April 26, 2017; February 19, 2020

- In accordance with the First and Fourth Amendments of the U.S. Constitution, the Iowa Code (Section 22.7 (13) of the Code of Iowa) and professional ethics, the Library respects the privacy of users and recognizes its responsibility to protect their privacy.
- The Library will not reveal the identities of individual users for private, public or commercial use, nor reveal the information sources or services they consult unless required by law.
- Information regarding a patron's record is made available only to that patron with exceptions:
 - Library accounts may be revealed to parents of guardians of minor children for the purpose of recovering overdue materials and settling accounts for lost, late or damaged materials and for other matters related to the recovery of materials or charges incurred by minor children for which a parent or guardian may be considered liable.
 - Library accounts may be revealed to a collection agency, law enforcement personnel, or city and county attorney's officials for the purpose of recovering long-overdue materials.
- Confidentiality extends to all information contained in the Administrative Record. This includes:
 - Names of card holders and their registration information.
 - Information sought or received.
 - Materials consulted, borrowed or acquired.
 - Database search records, computer use records, reference interviews and interlibrary loan records.
 - All other personally identifiable uses of library materials, facilities or services.
 - Security camera recordings. Library security camera recordings are considered confidential records. Authorized Library staff may view recordings, and they may be viewed by law enforcement officials upon receipt of a subpoena, or court order.
- Confidentiality does not extend to:
 - Contact information for displays and meetings.
 - Videotaped or photographed persons attending Library programs or public meetings. These images may be used for Library programming or

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promotion, including broadcast on the Library website, the Internet, and other media.

- The lawful custodian of the Administrative Record is the Director of the Library.
- 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 a request for release of Library records, and will respond to the request according to advice of counsel.