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# Board Policy



## **Confidentiality of Library Records and Customer Files**

### **Policy Statement**

Information and usage records with personally identifiable customer information are maintained for the purpose of effectively managing library resources and providing library services, and are considered confidential in accordance with State and Federal law and library policy.

### **Purpose**

Confidentiality is an essential component of Intellectual Freedom, and an important foundation of library service that supports the idea that a democracy can only succeed if individuals have access to the information necessary to form opinions and make decisions on issues affecting their lives without having their interests examined or judged by others.

### **Policy**

The Pierce County Library System holds library records and personally identifiable customer information confidential in accordance with State and Federal law and library policy.

The Library collects information about library users for the purpose of carrying out the mission of the library and providing library services.

### **Confidential Records**

Records that contain personally identifiable information, such as registration information, or information about content explored or used such as circulation records, websites visited and computer use, are confidential.

### **Exceptions for release of library records and customer files**

Exceptions may be made in accordance with Library policies and procedures. Personally identifiable information from library records and customer files may be released under the following circumstances:

- For legitimate purposes, law enforcement will receive access to confidential library records upon receipt of process, order or subpoena in proper form and with a showing of good cause for its issuance. The Library will consult with its legal counsel before release of information to law enforcement.

- Titles of overdue items checked out by a customer under the age of 18 will be released to the customer's custodial parents or legal guardians upon request.
- The Library, for the purpose of conducting user surveys or to notify users of programs, services or changes in policy may use names, addresses, email addresses or other contact information from customer files from time to time. The Library Executive Director will approve such use in advance.
- Contact information of adult library users ages 18 and older may be used from time to time by the Pierce County Library Foundation for the sole purpose of notifying users of upcoming events or to invite users to participate in or to monetarily support Foundation activities. The Library Executive Director will approve such use in advance.

#### Records disposal

Library records containing personally identifiable information will be disposed of unless needed for efficient operation of the library, public records retention requirements, system backups, or other reasons related to effectively managing library resources or providing services.

**Adopted by the Pierce County Rural Library District Board of Trustees, June 11, 1975.  
Revised February 14, 1985, August 19, 1992, May 9, 2005, and October 15, 2013**