

Purpose

Kendall Young Library promotes the privacy and security of all patron information. The library adheres strictly to the Iowa Code, Chapter 22.7(13-14), regarding the protection of the confidentiality of its users. Likewise, the library staff will maintain a high level of professionalism in keeping personal and circulation information private.

General Policy

The Library will not reveal the identities of individual users for private, public or commercial use. The Library will hold confidential personal registration information such as address, phone number, and e-mail address, and personally identifiable uses of Library resources, including but not limited to:

- information sources consulted
- information sought or received
- reference interviews
- materials used or borrowed
- interlibrary loan records
- Internet and database search records.

All parties with authorized access to Library User Records are required to uphold confidentiality as specified by Library policies and applicable provisions of the Iowa Code, unless excepted below.

Exceptions

- The Library Director may authorize specific uses of the data contained in the Library's User Records by the Library in order to conduct Library business.
- The Library Director may authorize use of Library user contact information by Friends of Kendall Young Library for such purposes as fundraising, marketing, or advocacy.
- The Library interprets possession of a card (or card number) 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.
- As the legal custodian of the library's records, the Director will evaluate each request for a minor's circulation record and will decide whether or not to release it, per Iowa Code section 22.7(13).
- Library User Records may be revealed to a collection agency or law enforcement personnel in the course of attempting to recover property or collect charges.

- The Library contracts with third party vendors and library consortia that distribute electronic content through licensing agreements. The Library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from these vendors. Some vendors may gather information about library patrons through the registration process and/or library transactions for their own marketing purposes. Customers using these resources are subject to the individual third-party terms and privacy policies.
- User Records may be accessible by third party support personnel while providing routine software maintenance or troubleshooting.
- Contact information provided by the user to book a meeting room is considered public information.
- Illegal activity is not protected and Library Users have no expectation of privacy as to activity that violates the law. The Library may review User Records when a violation of law or Library policy is suspected.
- The Library Director is the lawful custodian of the library's circulation records. The lawful custodian will only release confidential information upon receipt of a court order indicating a cogent and compelling connection between the information requested and the case under investigation. If the Library Director is not available and the need for the information is imminent, the request for confidential information should be directed to the Assistant Library Director who may release the information requested by the court order with the permission of an officer of the Library Board of Trustees.

Approved by the Kendall Young Library Board of Trustees 6/10/03. Reviewed and approved by the Library Board of Trustees 2/14/06, 2/10/09, 8/13/13, 9/26/2023