

# Confidentiality Policy

Confidentiality of library records is central to intellectual freedom and directly related to the ability of citizens to use library materials and pursue information privately. The purpose of this policy is to explain how the Library will respond to requests for information about library users and use information for library purposes.

## Access to Patron Records

The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library are confidential. No individual except authorized Library staff shall have access to circulation other than his or her own without the cardholder's consent. Library accounts for which a bill has been sent may be revealed to parents of minor children, a collection agency, or law enforcement personnel.

## Security Cameras

Camera placement shall be determined by the Library Director or his/her designee. Cameras shall not be placed in areas where there is a reasonable expectation of privacy, such as restrooms.

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.

To the extent that any recorded images include identifiable persons requesting information or checking out an item, such recordings shall be treated as confidential as provided in Iowa Code §22.7 (13). Only designated Library staff may view real time images or screen recorded images for potential breach of confidentiality.

## Videotaping and Photography

Please note that the library is a public place and members of the public may record or photograph programs, events, and other activities at the library except where privacy is expected (i.e., restrooms, private use of meeting spaces) or where such video or photographs may violate Iowa Code §22.7 (13) (see Security Cameras section above). In the event library staff record or photograph events for library use, permission will be sought prior to the use of the images. Intended uses by library staff include documents and reports which are public record, and promotion of future programs. At no time will the library use names of those photographed or video-taped without prior consent of those individuals involved.

## Requests for Records

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 in the event of such a request for release of Library records, and will respond to the request according to advice of counsel. 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. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

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