

## 1.21 PATRON CONFIDENTIALITY

### **Adopted by Board Action 01/17/2024**

The knowledge of what a patron has legally borrowed from or used at the library is confidential. Privacy of patrons who use the library and its materials responsibly will not be compromised without due process of law.

1. Parents of minor children should understand that by allowing their children either to have library cards and/or to use the library without parental supervision they are restricting their own ability to supervise their children's access to library resources.
2. Patrons who fail to return borrowed materials on time or who have incurred charges should understand that the library is obligated to pursue the recovery of those materials, charges, and the process of recovery can include releasing information to an individual who is legally responsible for the patron, to a materials collections agency, and to appropriate legal and/or law enforcement authorities who are assisting in the recovery.
3. Patron histories of items overdue, lost, damaged, and charges paid are retained to identify patterns of irresponsible library use and to reimburse patrons for items that were lost and subsequently found. Histories are not kept on items borrowed and returned on time and in good condition, unless and only if the patron chooses to enable their reading list history via their library account through the online public access catalog.
4. 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 Director or the Head of Circulation who may release the information requested by the court order with the permission of an officer of the Library Board (Chair or Vice-Chair).
5. The library shall follow the State of Iowa Code Chapter 22 on Examination of Public Records informs the library's policy on confidentiality.

### **STAFF GUIDELINES ON PATRON PRIVACY**

1. Iowa Code Section 22 1(3) states that information stored in a medium belonging to the City is a public record. However, Iowa Code Section 22.7(13) makes confidential, "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" which cannot be released except by a court order.
2. Library staff members are expected to utilize personal judgment and good customer service skills to assist patrons as fully as possible without compromising patron privacy. Every effort will be made to protect patron confidentiality in electronic, phone and in person communications.
3. If the person who borrowed the materials is requesting the information, library staff can tell them what they have checked out, what is overdue, and what is on hold. Staff may make renewals, place holds, answer questions concerning fines and charges, and carry out other circulation functions as needed.
4. If the person is renewing materials borrowed by someone else, library staff can renew the materials if the person can supply his or her name, can provide the name or barcode of the borrower, and can describe the nature of the materials borrowed (e.g. the title, author, subject, and/or barcode number). If the user is unable to supply this information, staff should request that the borrower contact the library.
5. If the person is requesting information concerning overdue items, missing/lost items, or charges that are on another patron's card, staff should determine if the person is legally responsible for this patron. For example, parents and guardians are legally responsible for their minor children. Adults with special needs may also have people who are legally responsible for them. Teachers, baby-sitters, nannies, day-care providers, and other non-legal guardians are not legally responsible for the materials checked out to (i.e. the child's card) the children in their care.
  - a. If the person is not legally responsible for the patron, the patron will be notified that the information requested is protected by state law.

- b. If the person is legally responsible for the patron and is able to describe the nature (e.g., the title, author, subject, and/or barcode number) of the items borrowed, library staff can confirm overdue status of those specific items.
  - c. If the person is legally responsible for a patron with materials overdue or charges unpaid for over 30 days, library staff is authorized to provide information relevant to the recovery of those specific materials and charges.
  - d. If the status of the individual seeking this information cannot be determined, library staff should offer to mail or email a report directly to the patron who borrowed the items.
- 6. The library encourages patrons to place items currently unavailable on hold. When these items become available, an automated system will contact the patron (via phone, email, or text) and inform him or her that the item is being held for his or her use. The library will allow materials to be borrowed by a member of the immediate family as a convenience through the use of Associated Patron accounts (please see the Service Desk for more information on this feature).
- 7. The library provides a book delivery service to individuals who are homebound with limited access to the facility. This service is handled by staff and by volunteers. The library expects the staff and volunteers involved to refrain from releasing any information about materials delivered to these individuals for their use.
- 8. The library provides reference and readers' advisory services to the public. Library Staff are expected to keep private all requests for information and for materials.
- 9. The library offers programs for adults and children. Although these programs are public, the identity of individuals attending library programs is private.
- 10. If library staff suspects or becomes aware that specific individuals have utilized library resources for criminal purposes, the staff member should inform law enforcement officials and the lawful custodian of library records of the situation. Library staff should explain the circumstances to law enforcement officials but should not reveal the patron's identity until a court order requesting that information has been received.
- 11. Any request not addressed by these guidelines should be referred to the Library Director or the Assistant Director.

## 1.22 LIBRARY PHOTOGRAPHY

### **Adopted by Board Action 01/17/2024**

Those attending events and the parents/guardians of those attending events at the Musser Public Library do so with the understanding that event proceedings may be captured via photograph, film, or video. If the Library wishes to publish any film or footage from Library events that includes identifying features of attendees, the Library will request written permission from the individual if they are 18 years of age or older, or from the parent or legal guardian of the minor.

## 1.23 SURVEILLANCE CAMERA & COLLECTED VIDEO FOOTAGE

### **Adopted by Board Action 01/17/2024**

- 1. Areas of the Musser Public Library building, and property are under constant video camera surveillance. Images may be collected that allow an individual to be identified. The use of video surveillance is for the purposes of controlling theft, ensuring the safety of library users and staff, and facilitating the identification of individuals who behave in a disruptive, unsafe, or violent manner, cause damage to library property or otherwise act in conflict with the library's Conduct Policy.
- 2. Information obtained through video monitoring will chiefly be used for security and law enforcement purposes and shall be confidential information under Iowa Code Section 22.7(50) unless such confidentiality is waived by the Director. The Director may authorize the review or release of video monitoring recordings for other legitimate purposes, however, including the protection of the library and the City of Muscatine from lawsuits.
- 3. Only the director and his/her designee will have access to archived video material in pursuit of incidents of criminal activity or violation of the library's Conduct Policy.

4. The Musser Public Library will not release video footage to an outside party for any reason other than to enhance criminal justice efforts unless under dictum of a binding court document, which the library will submit to the City Attorney for review prior to releasing video data.
5. In keeping with the library's Patron Confidentiality Policy, the library will make every effort to protect the confidentiality of library patrons in the event that footage must be shared, up to and including releasing only still frames of footage if possible and obscuring the facial and bodily features of individuals not under suspicion or investigation.
6. The Musser Public Library may use surveillance camera footage for non-security purposes, including space usage and foot traffic studies of library buildings and facilities, but will make every effort necessary to guarantee the privacy of recorded patrons is respected, up to and including obscuring recognizable patron facial and bodily features.