

## **CONFIDENTIALITY POLICY**

The Spirit Lake Public Library takes every precaution to guard the confidentiality of the library patron. What library patrons read and the information they need should not be shared with anyone else.

1. Overdue notices are sent only in sealed envelopes, not postcards.
2. Phone reminders of overdue items and reserves left on answering machines will maintain confidentiality and will not state the name of the item.
3. Staff will not give out any patron information that can not be found in a telephone directory.

Occasionally libraries face challenges from law enforcement or other agencies regarding circulation records. Iowa Code 22 states that the identity of which patron requested which materials or information may only be revealed if the library is presented with a court order. Library staff should refer such matters to the library director. The court order must indicate that this information is needed for the investigation of a particular person or an organization. The order may only be issued after a judge has determined if the connection between the case and the record makes it "cogent and compelling" that the information is released. The record can then only be opened by the lawful custodian, defined by the attorney general to be the library director, upon receipt of a court order as indicated above.

4/6/2020

10/4/2021