



## Confidentiality Policy

### Purpose

To outline the means by which the Pima County Public Library will protect the privacy and confidentiality of library customers pursuant to state and federal law.

### Policy

The Pima County Library District protects, to the greatest extent possible, the privacy of every library customer. Library staff will not ask about the purpose of a customer's request, except when necessary to provide better service.

Library circulation records are kept to protect public property. Such records are not used directly or indirectly to identify the kinds of materials used by individual library customers. Records controlling access to computers are generally private and confidential. Library staff will not respond to requests about a library customer's use of the library's collections or computers from a third party or any agency of government (local, state, or federal), unless:

1. Specifically required by law;
2. Pursuant to a valid Court Order; or,
3. Necessary for the reasonable operation of the library.

Any costs incurred by the Library for conducting a legally authorized search shall be charged to the party or agency demanding the search.

The Library will not:

1. Sell, trade or rent any customer information, including e-mail addresses; and,
2. Disclose personally identifiable information or credit or debit card information to third parties, except to complete a payment transaction or for library debt collection purposes.

The USA Patriot and Foreign Intelligence Surveillance Act (FISA) may require staff to follow special procedures for law enforcement visits. Should federal or local law enforcement approach staff regarding an investigation under this act, staff will consult with County legal counsel prior to responding.

The library will cooperate with law enforcement and provide customer information regarding criminal acts occurring in the library or directed against persons in the library. This policy does not limit the library's ability to protect library property, collect fees & fines and provide a safe environment for staff and customers.