

Patron Confidentiality Policy

Lone Cone Library District (LCLD) follows Colorado Law §24-90-119 which requires all public libraries to guarantee the privacy of customer records.

§24-90-119 Privacy of user records. Statute text from the Colorado Revised Statutes (1) Except as set forth in subsection (2) of this section, a publicly-supported library shall not disclose any record or other information that identifies a person as having requested or obtained specific materials or service or as otherwise having used the library. (2)

Records may be disclosed in the following instances:

- a) When necessary for the reasonable operation of the library;
- b) Upon written consent of the user,
- c) Pursuant to subpoena, upon court order, or where otherwise required by law;
- d) To a custodial parent or legal guardian who has access to a minor's library card or its authorization number for the purpose of accessing by electronic means library records of the minor.

Confidential information protected by this law includes, but is not limited to:

- Patron personal information (name, address, phone number, email)
- Library card numbers and PIN numbers
- Borrowing history and current checkouts
- Research requests and reference questions
- Computer and internet usage records
- Database search histories
- Programs
- Any staff assistance
- Any information that could identify specific patron activities

- The library will collect only the information necessary to provide and improve library services.
- Access to confidential information is restricted to authorized staff members who need it to perform their duties.
- Staff members are prohibited from discussing confidential patron information in public areas or with unauthorized individuals.
- All records will be retained only as long as operationally necessary

As allowed under CRS §24-90-119(2), LCLD staff will use identifying information to accomplish the work of the Library. The Library Board of Trustees designates the Library Director as the legal Custodian of Library records.

- 1) The Library Director, as the Custodian of Library records, appoints the Office Manager, as designee(s) to respond to requests made by law enforcement for access to patron records or security video in the absence of the Library Director.
- 2) The Library Director shall ensure that the LCLD Patron Confidentiality Policy is implemented.
- 3) All LCLD staff must comply with the Colorado Library Law and follow LCLD Patron Confidentiality Policy and procedures. Willful violation exposes individuals to penalties under Colorado Library Law and disciplinary action from the Library.
- 4) The Library will support the actions of any staff member who handles a confidentiality request in compliance with the Colorado Library Law and LCLD Patron Confidentiality Policy.
- 5) Any time a city, county, state, or federal law enforcement agent requests information about a Library patron, including review of security video, LCLD staff members shall refer the agent to the Library Director or his/her designee.
- 6) LCLD staff members shall, in the absence of the Library Director and Office Manager, or when immediate resolution is required, follow the same confidentiality response actions as specified in the Confidentiality Guidelines.

- 7) All LCLD staff members shall follow Law Enforcement Confidentiality request instructions when a request is made. However, all requests will be vetted by the Library Director.
- 8) LCLD staff members may not disclose information to anyone about requests executed in their locations. Failure to comply exposes individuals to criminal and civil penalties under the Patriot Act.