

# Dixon Public Library District

## POLICY AND PROCEDURE HANDBOOK

**POLICY TITLE:** Confidentiality of Records; Information Disclosure  
**POLICY NUMBER:** 4300

**4300.1** The Dixon Library District is committed to establishing and maintaining a library environment that provides:

- a safe and crime-free place
- a place for learning, and for the pursuit of knowledge and information on any topic
- a place where library users can ask any question and discuss any topic
- a place where user privacy and confidentiality is protected to the full extent of the law.

**4300.2** To foster such an environment in general, and to specifically protect user privacy and confidentiality, no records of patron activity (such as, but not limited to, database search records; circulation records; computer use records; inter-library loan records; reference interviews) will be kept past the “normal point of completion,” which is understood to be:

- database search records (online public access catalog) – at end of user session (software automatically deletes);
- circulation records (online library system) – when patron has returned all materials and has paid any fines, fees, etc.;
- computer use records – at log-off;
- inter-library loan records – when patron has returned all materials and has paid any fines, fees, etc.;
- reference interviews – when patron request is fulfilled.

**4300.3** The Library District will comply with all Federal and State laws and regulations regarding the confidentiality of Library records and investigative access to those records, including but not limited to the California Public Records Act, Government Code Title 1, Division 7, Chapter 3.5. The Library District supports efforts to continue to preserve and protect the many hard-won freedoms enjoyed by Americans. All public libraries face the responsibility of protecting the privacy of patrons while also meeting the demands of legitimate national security inquiries.

**4300.3.1** The Library District will comply with law enforcement requests for information which are presented in the manner specifically authorized by law.

A. If any staff member is approached by someone identifying himself or herself as a law enforcement official, the staff member is not to respond to any general request for information about a patron or a patron’s activities. The staff member is to immediately contact the District Librarian or the Administrative Support Manager.

The District Librarian or the Administrative Support Manager will verify the individual's identity and will make a copy of the official identity before proceeding further.

B. If a law enforcement official presents a subpoena, the staff member should immediately refer the official to the District Librarian or to the Administrative Support Manager. The District Librarian or the Administrative Support Manager will, in turn, refer the subpoena to legal counsel for a review of the document's legal sufficiency. If directed by legal counsel, the Library will comply with the subpoena.

C. If any staff member is presented with a warrant, he or she must immediately comply. No staff member is to interfere with any search and/or seizure activity. The District Librarian or the Administrative Support Manager must be informed immediately.

D. The District Librarian will keep a record of all legal requests, unless specifically prohibited by the Act.

E. The District Librarian will keep a record of any costs incurred by compliance with a warrant or a subpoena.

F. The District Librarian will notify the Library Commission concerning any compliance with a law enforcement request for information.

**4300.3.2** The District Librarian is responsible for ensuring that staff is aware of the requirements of the confidentiality of Library records and the procedures for processing investigative access to those records.

Adopted 10/16/2006  
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