

Confidentiality of Customer Records

Policy

Residents, visitors, and businesses have the right to seek information without threat of disclosure.

The Irving Public Library supports intellectual freedom for everyone and has established these regulations in order to protect personal identifiable information contained in library records or accessible in the Library or through its computer systems.

1. Customer records are regarded as confidential by Library employees. Library staff will not discuss contents with other customers.
2. Library staff accesses customer records to conduct Library business only.
3. Library staff will seek counsel from the City Attorney's office before responding to any request by a third party for personally identifiable information about any user. Such information includes database search records, reference interviews, electronic requests for information, circulation records, Interlibrary Loan records, and other personally identifiable uses of library materials, facilities, or services.
4. A person who presents a library card belonging to another individual for any purpose is not granted access to the confidential records associated with the library card, unless that person is the parent or guardian of the card owner who is a minor. Exceptions for cases involving extreme circumstances may be authorized only by the Library Director.
5. Library employees face disciplinary action, up to and including dismissal, if they violate any portion of this policy.

See Also in the Appendix

Code of Ethics 2008

El Codigo de Etica de la Asociacion de Bibliotecas de los Estados Unidos

Privacy 2019

U.S.A. Patriot Act

Age of Majority (Sec. 129.001)

Confidentiality of Records of Library or Library System