

SUBJECT: Patron Guidelines
Privacy and Confidentiality

PUBLIC SERVICE 100.12

PURPOSE: To inform Library patrons of confidentiality guidelines followed by Corpus Christi Public Libraries.

POLICY: Confidentiality of Library Records

Confidentiality of library records is directly related to the ability of citizens to use library materials and pursue information without fear of intimidation. Texas Government Code Title 5 Section 552.124, Public Information, prohibits the disclosure of library records that identify a person who requests, obtains, or uses library materials or services unless:

- a) The records are released to the person to whom the information relates to, or to that person's authorized representative, or
- b) Disclosure is reasonably necessary for the operation of the library, and the records are not confidential under other state or federal law, or
- c) A law enforcement agency or prosecutor obtains a court order or subpoena for the records by claiming that the records are necessary to protect the public safety or that the records are evidence of an offense or that they constitute evidence that a particular person committed an offense.

Examples of Information the Library Collects About You

- a) Your name and residential address. This information is required before a library card can be issued.
- b) Records of the items you currently have checked out and the items you have on hold.
- c) Records of items you have overdue and items you have returned late or damaged.
- d) Records of any fines and fees you owe.
- e) Records of people and organizations who use the library meeting room facilities.

How the Library Protects Your Confidentiality

- a) Retains only that personal information necessary to deliver library services and maintain control of library property.
- b) Eliminates confidential information from public access and verifies your identity during telephone transactions.
- c) Purges electronically or manually shreds data in accordance with the state retention schedules.
- d) Releases account information only to the account holder or to that person's authorized representative, including the adult responsible for a child's card.
- e) Does not share, sell, or lease your personal information to any commercial or nonprofit entity that is not affiliated with the library.
- f) Ensures that its third-party contractors and service providers adhere to its confidentiality policies.
- g) Regularly removes Web history, cached files, and other computer and Internet use records.
- h) Does not share with third parties or private or public agencies any information about library users, the materials they check out, the information they seek, or the services they use, unless required to do so under the provisions of the Texas Government Code or the U.S.A. Patriot Act.
- i) Denies all requests from third parties for records containing personal information and refers such questions to the Director when necessary.
- j) The Director consults with the City Attorney before determining the proper response to any request for records.

What You Can Do to Help Protect Your Privacy

- a) Protect your account number, library card, and PIN (Personal Identification Number).
- b) Use care when allowing others to use your library card. Use care in the use of your child's card.
- c) Return materials on time.
- d) Notify us immediately if your library card is lost or stolen.
- e) Use care when accessing or inputting any kind of personal information on the library's computers.
- f) Be sure to log out of any secure sites you have visited.
- g) You are entitled to review your personal information and are responsible for keeping it up to date. Inform the library if your name, address, or contact information changes.
- h) Questions or concerns about your privacy and confidentiality rights may be filed in writing with the Library Director.

Corpus Christi Public Libraries support the principles of intellectual freedom described by the American Library Association's Library Bill of Rights and Freedom to READ.