

Confidentiality of Patron Records

I. PURPOSE

The purpose of this policy is to affirm that Beverly Hills Public Library staff respects the confidentiality of library records, and further that all library staff understand that patron records are protected by California State Law.

II. POLICY

California State Law protects the confidentiality of all patron records. The Beverly Hills Public Library complies with all sections of the State of California Public Records Act. Library circulation records kept for the purpose of identifying the borrower of library items will be kept confidential. In addition, all patron use records shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.


As used in this section, the term "patron use records" includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in order to become eligible to borrow or use books and other materials.
- (2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

However, statistical reports of patron use and records of fines collected by the library are not confidential.

Patron records will only be released to the person(s) whose name(s) appear on the library borrower's record or the guardian of a minor child. The patron requesting information about their account must provide identification. No information from any patron's record is to be released to any person, including law enforcement, unless required by a court order, and any inquiry about library use will be treated as an invasion of patron privacy. Staff may not access any information about any library use for any purpose except that related to the transaction of library business.

Effective Date: 12-19-2016

APPROVED: 
Nancy Hunt-Coffey
City Librarian