

LIBRARY SERVICES  
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**CITY OF MOUNTAIN VIEW LIBRARY  
CONFIDENTIALITY OF LIBRARY RECORDS POLICY**

POLICY:

The Mountain View Public Library collects customer data, including name, address, and other personal information regarding registration for a library card and the use of library services. The Library uses this information to contact customers regarding Library issues, including overdue items, arrived holds, announcements and/or upcoming events.

Library records are for the sole purpose of protecting the public property and are not to be used to identify the types of materials borrowed by individuals. The Library will provide circulation information (printed or verbal) to the Library cardholder. For minors, 12 years and under, with overdue items, circulation but not title information regarding the overdue materials will be made available to the financially responsible person.

The confidentiality of library records is protected by Section 6267 of the California Government Code. It is the policy of the City of Mountain View Public Library to ensure the privacy of its users and to consider Library registration and customer account records to be confidential in nature.

[California Government Code](#) Section 6267 provides for disclosure of Library records under three circumstances:

- (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.

Examples of circumstances where records are disclosed include the following:

- For long overdue materials, the Library utilizes a library materials recovery agency in order to facilitate the return of Library materials, and the Library provides the agency with customer names, contact information, and fines and fees owed, as well as details about the items which have not been returned.
- If the Library is presented with a court order in proper form, the Library must disclose any requested records in its possession.

REGULATIONS:

The Library does not retain a history of items borrowed, with two exceptions:

1. If a Library account is assessed fees for lost or damaged materials, the Library's online system keeps a record of the items associated with fees owed or paid. Section 6267 of the California Government Code specifies that fines and fees are excluded from confidentiality protections.
2. Once an item is returned, the item shall be removed from the customer record in one month unless a customer chooses to enable borrowing history, saved lists, or saved searches in the Library's online catalog. The Library will maintain these records, and they could be disclosed under the circumstances described below.

Adopted by the Library Board of Trustees: July 18, 1994

Revised: October 19, 2015

Revised: April 18, 2022

~~LIB/Confidentiality Policy~~