

LIBRARY SERVICES  
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## CITY OF MOUNTAIN VIEW LIBRARY CONFIDENTIALITY POLICY

### POLICY:

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 circulation records to be confidential in nature.

### REGULATIONS:

1. The Library's computerized circulation system shall not keep historical records of materials borrowed by individuals. Once an item is returned, the item shall be removed from the customer record in one month, unless the customer has elected to keep a reading history. Records shall be maintained on fines that are paid and unpaid and the number of times fines or other charges have been excused.
2. 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. Under no circumstances shall the Library staff provide information to a third party about what a customer of the Library has borrowed or the kind of informational questions the customer asks except as mentioned in No. 3 below. The Library will provide circulation information (printed or verbal) to the concerned Library cardholder only. In the event of overdue items, circulation information regarding the overdue materials will be made available to the financially responsible person or to a collection recovery service in the case of items not returned.
3. No Library records shall be made available to members of the public, the press, or any agency of local, State, or Federal Government, except pursuant to such process, order, or subpoena as may be authorized under the authority of local, State, or Federal law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
4. The Library Services Director and Library Board of Trustees shall resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent

jurisdiction. Costs incurred by the Library in any search through customer records, even under court order, shall be reimbursed by the agency demanding such search to the fullest extent allowed by law.

Adopted by the Library Board of Trustees: July 18, 1994  
Revised: October 19, 2015

LIB/Confidentiality Policy