



**LIBRARY DEPARTMENT**  
585 Franklin Street  
Mountain View, CA 94041-1998  
650-903-6335 | [MountainView.gov](http://MountainView.gov)

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

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

Library records are maintained for the sole purpose of protecting public property and are not to be used to identify the types of materials borrowed by individuals. The Library can provide account information (printed or verbal) to the Library cardholder upon request. For individuals wishing to pay the amount due associated with another customer's billed items, the payer will only receive account balance information in order to make payment and no other account or title information will be disclosed.

The confidentiality of library records is protected by California Government Code section 6267. It is the policy of the City of Mountain View Public Library to ensure the privacy of its users and to treat Library registration and customer account records as confidential.

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.

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.
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 above.

#### Holdings

Customer names are printed on hold slips and inserted into materials on the hold shelf. Customers may request an alias which will be printed instead of their name on the library account. If a library record is requested per the reasons stated above, the customer's name would be included.

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

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LIB/Confidentiality Policy