

**Ames Public Library Policy**  
**Section: Library Operations**  
**Subject: Confidentiality and Library**  
**User Records**

**Board**  
**Approved: 7/15\***  
**Reviewed:**  
**Revised:**

## Policy

The Board of Trustees of Ames Public Library respects the privacy of users and recognizes its responsibility to protect that privacy in accordance with the Code of Iowa and the American Library Association's statement of professional ethics.

The Library Director is the custodian of the Library's records.

The Library requires all staff, volunteers, and third parties with access to library user records to agree to uphold confidentiality as specified by Library policies and applicable Iowa code.

The Library Director may authorize specific uses of the data contained in the Library's user records by the Library or the Ames Public Library Friends Foundation. The information may be used to conduct library business, communicate with library users, and improve library services.

Public access to names of persons who hold Ames Public Library cards could discourage use of the Library. The library will hold confidential the names of card holders and their registration information.

The Library will not reveal the information sources or services individual users consult unless required by law or court order. Confidentiality extends to information sought or received and materials consulted, borrowed or acquired. Confidentiality includes Internet and database search records, reference interviews, interlibrary loan records, computer use records, and all other personally identifiable uses of Library materials.

The Library contracts with third party vendors and library consortia that distribute electronic content through licensing agreements. The Library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from these vendors. Some vendors may gather information about library patrons through the registration process and/or library transactions for their own marketing purposes.

The library cannot ensure privacy of circulation records during the process of collecting fines and fees.

Contact information for use of meeting and study rooms is provided by the user and considered public information.

Persons attending or participating in library programs or public meetings may be videotaped or photographed. These images may be used for library programming or promotion on the Government Cable channel, the Library website, the Internet, and other media.

Unless required by court order, Library user records will only be released to the person(s) whose name(s) appear on the record.

## **References**

This policy has been developed in concert with [Code of Iowa Section 22 "Examination of Public Records \(Open Records\)"](#) and the [Code of Ethics of the American Library Association](#).

\* Adopted upon removal of Confidentiality of Library Records and Use of Patron Database.