

Adopted February 2018

Reviewed November 2020

Confidentiality Policy

New Virginia Public Library follows Iowa Code 22.7 Examination of Public Records (Open Records) which requires all public libraries to guarantee the privacy of customer records.

The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person authorized to release such information.

The records of the library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.

Communications not required by law, rule, procedure, or contract that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government could reasonably believe that those persons would be discouraged from making them to that government body if they were available for general public examination.

Confidentiality is essential to protect the exercise of First and Fourth Amendment rights. In accordance with First and Fourth Amendments of the U.S. Constitution, the Iowa Code and professional ethics, the Board of Trustees of the New Virginia

Public Library respects the privacy of users and recognizes its responsibility to protect their privacy.

The library will not reveal the identities of individual users nor reveal the information sources or services they consult unless required by law.

Confidentiality extends to information sought or received and materials consulted, borrowed or acquired. Confidentiality includes database search records, reference interviews, interlibrary loan records, computer use records, and all other personally identifiable uses of library materials, facilities or services.

The library will hold confidential the names of card holders and their registration information and not provide access for private, public or commercial use.

The lawful custodian of the records is the Director of the Library.

The library will not release registration, circulation or other records protected under the Iowa Code unless it is required by law to release the information.

Circumstances which may require the library to release the information include the following:

- A criminal or juvenile justice agency is seeking the information in pursuant to an investigation of a particular person or organization suspected of committing a known crime and the criminal or juvenile justice agency presents the library Director with a court order demonstrating that there has been a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.
- The library receives a Warrant for the information issued under the USA Patriot Act (which includes amendments to the Foreign Intelligence Surveillance Act and the Electronic Communications Privacy Act).

- The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
- The library receives a valid court order requiring the library to release registration, circulation or other records protected under the Iowa Code and the information is not sought in conjunction with a criminal or juvenile justice investigation.

The library staff member receiving a request to examine or obtain information relating to registration records or circulation records identifying the names of library users, shall immediately refer the requestor to the Director, the official custodian of the records.

The library Director shall meet with the requestor the information. If the requestor is a law enforcement officer, the officer must have a court order, a warrant issued under the USA Patriot Act, or a National Security Letter issued under the USA Patriot Act to receive the requested records. If the officer does not have a proper paperwork, the library Director shall refuse to provide the information. If the records request cover registration, circulation or other records protected under the Iowa Code, and the Director is uncertain about whether the order, or subpoena presented to the library Director is sufficient to require release of the records, the library Director may immediately consult with legal counsel to determine if such process, order, or subpoena is sufficient to require release of records.

If any written request, process, order, or subpoena is not in proper form or does not otherwise appear to be sufficient to support releasing the records, the library Director shall insist that such defects be cured before any records are released

If the library Director or the Director in consultation with library's attorney determine that the order, warrant, or NSL is sufficient and compels the release of the records, the library Director may not discuss the request with anyone other than legal counsel.

Any problems relating to the privacy of circulation and other records identifying the names of library users which are not provided for above shall be referred to the Director.