 <p>Grossmont Healthcare District's Health & Wellness Library An East County community resource</p>	Policy No: LIB-11	Page 1 of 2
	Title: REQUESTS FOR LIBRARY PATRONS' PERSONAL INFORMATION POLICY	
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Background

The American Library Association's *Library Bill of Rights* states that "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use."


Libraries, librarians, and library workers have an ethical obligation, expressed in the ALA Code of Ethics, to preserve users' right to privacy and prevent any unauthorized use or disclosure of users' personally identifiable information or the data associated with their use of the library's resources.

The Grossmont Healthcare District's Health & Wellness Library aims to protect the privacy of its users; when it is necessary for the Library to identify users, it is our goal to gather only the minimum information necessary and to retain that information for only as long as it is needed to complete a particular transaction.

In order for the Library to provide services to the Grossmont Healthcare District community, the Library maintains a patron record database based on information users provided, including name, address, telephone number, form of identification (e.g. driver's license), email address, District affiliation (resident, staff, student, patient), and library barcode number. The Library retains personal information pertaining to and relevant for the collection of replacement charges for lost and/or damaged items and associated processing fees. The Library also collects information in conjunction with program registration, and reference/research requests; this information is not retained.

GHD will not license, sell, or provide your personal information to any third party unless we have your consent or as permitted in this policy.

The GHD and GHD's Health & Wellness Library contains links to websites and resources owned and operated by third parties, including databases and electronic journals, which the Library has licensed for the use of by the GHD community. While every attempt is made to include user information protections in license agreements with these third parties, such as vendors for digital information products (e.g. electronic journals), and your use of these websites and resources is not governed by this Privacy Policy, and GHD cannot be held responsible for the privacy practices of the vendors of those resources. We recommend that you review the privacy policies of any website that you visit.

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The American Library Association has thorough information on the topic of requests for patrons' personal information at <http://www.ala.org/advocacy/privacy/lawenforcement>. Some of the basic guidelines are summarized in this policy, but prior to taking any action, Library staff and/or Grossmont Healthcare District staff should consult the complete information as well GHD's legal counsel.

Although your privacy is very important to us, under certain circumstances we cannot fully ensure that the information that we collect will not be shared with third parties. We may be forced to disclose information to the government or third parties where necessary to comply with law. In addition, in the unlikely event we need to investigate or resolve problems or inquiries associated with the operation of the Library, we may find it necessary to disclose information to parties outside of the Library, such as law enforcement or other government officials.

Procedures for Requests for Library Records and User Information

- Always ask the requester for identification.
- Refer the requester to the Head Librarian, Grossmont Healthcare District CEO or CFO, or the District's legal counsel. (Library Assistants should not disclose any library record or information about a library user.)
- Libraries should not share personally identifiable user information with law enforcement (federal agents or police officers) or private parties *except* with the written permission of the user or in response to some form of judicial process (subpoena, search warrant, or other legally enforceable court order). Requiring a court order is neither unusual nor burdensome.
- Most law enforcement officers understand that the library has a right to consult with counsel before responding to requests for user information.
- California state law protects the confidentiality of library records.
- If law enforcement officers believe there is an imminent threat to someone's life or public safety, that there is inadequate time to obtain a warrant, and that they have probable cause for seizure of records, they may simply take custody of the records over the library's objection and will bear any legal risks associated with the decision to proceed without a warrant.