

Carlsbad Public Library

Patron Privacy & Confidentiality Policy

Carlsbad Public Library adheres to the American Library Association policies regarding library users' right to privacy and freedom of inquiry, New Mexico Library Privacy Act, and the New Mexico Inspection of Public Records Act

A. Library User Privacy and Confidentiality

1. The Carlsbad Public Library protects each user's right to privacy and confidentiality with respect to information sought or received and library resources consulted, borrowed, acquired, or transmitted.
2. Confidentiality extends to information inquiries in any format.
3. Library staff have a responsibility to maintain an environment respectful and protective of the privacy of all users. Library staff shall utilize patron information only in the performance of their authorized duties.
4. All personal information collected by the Library shall be limited to that which is needed for library operations. The Library will not place user information on public view without the user's consent unless required by law.
5. Circulation and other records identifying the names of library users with specific materials are confidential in nature and are maintained for the sole purpose of effectively managing library resources.
6. All information collected and maintained for statistical or reporting purposes will not contain any personal information.
7. Information about a patron, or concerning inquiries made by a patron, shall not be divulged by library staff to any outside person or agency, except to parent/guardians in the case of a minor or legally incapacitated person, or as required to comply with federal, state, or local laws, or a valid court order.
8. All users have the right to view their personal information held by the Library and to dispute, delete (if patron wishes to delete library account it must be in good standing before deletion can happen), or correct data. The Library will strive to ensure that all information is accurate, relevant, timely, and complete to the extent needed for library functions.
9. Users will note that the library is a public venue, where visits to the library or materials consulted may be visible, and consequently become known, to other visitors. Users who visibly consult or audibly request the use of specific library titles, subject materials, database topics, newspaper articles, websites, or other information or services may not reasonably expect to retain their personal privacy with regard to that information or service.

B. Disclosure of Library User Records

1. In the case of missing, stolen, or overdue library materials, the library reserves the right to disclose any information necessary in order to reclaim such items. To this end, and at the Library Director's discretion, material circulation and patron information may be released to third parties.

Reviewed and approved by the Carlsbad Public Library Board of Trustees 06/20/2012.

Revised 04/10/2013, 6/10/2015, 01/12/2022.

Information contained in any type of overdue notice is exempt from the Library Privacy Act. Therefore, the names, addresses, and amount of fines owed to the library may be disclosed in response to an inquiry. Since this information is considered a matter of public record, it may be made public. However, the title(s) of material(s) on which fines are owed will not be released, nor will the names and addresses of minor children.

2. Certain data may be released in response to a request for information submitted to the Carlsbad City Clerk.

C. Security, Retention, and Disposal of Library User Records

1. User registration information will be retained by the Library for as long as the patron card remains active. This information will be updated periodically or as requested by the patron.
2. User checkout history will be retained for a short period, unless materials have been checked out and not returned. User records will be deemed inactive after twelve (12) months without any activity. Library records and usage history for inactive or deceased patrons will be deleted.
3. Library communications to patrons will be treated as confidential, but the Library cannot guarantee the security of out of the library.

D. Questions or Exception Requests

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting.