

Privacy/Confidentiality

The Board of Trustees of the Gilbert Public Library subscribes to the American Library Association Library Code of Ethics, Section III, which states, “We protect each Library user’s right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired, or transmitted.”

The Gilbert Public Library recognizes that library records and patron information are confidential. Library records are defined as a record in any form that is maintained by the Library and that contains any of the following types of information:

- Information an individual is required to provide in order to be eligible to use Library services or borrow materials
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject

In all instances and regardless of circumstances, the Gilbert Public Library safeguards access to patron Library records and restricts access to that information to only the patron who owns the Library card and provides that card or to the parent/legal guardian of a minor child.

Library staff will shred all sign-up sheets that contain personal names. Library card applications are stored in a locked, fire-proof file cabinet until the end of the calendar year, at which time all applications are shredded.

When Library staff speak either in person or on the telephone to anybody other than the patron, or to persons not known to Library staff who cannot produce their Library card numbers, information regarding items charged out, items overdue, fines, and holds will be restricted as to information that does not reveal the content, such as number of items or figures for fines owed. Addresses, phone numbers, or any other personal information from patron’s records will not be given out.

No patron records will be made available to federal, state, or local law enforcement agencies except as required by law. Subpoenas from law enforcement officers will be referred to the Library Director who will then consult legal counsel. Other Library employees will not provide any patron records to law enforcement agencies under any circumstances.