

Confidentiality of Records

The Library is committed to protecting library users' rights to privacy and confidentiality regarding information sought or received at the library.

Customer registration and circulation records are exempt from the Kansas Open Records Law (K.S.A. 45-221 (23)). All customer account information will be used only for legitimate operation of the Library. Disclosure will be limited to the individual account holder and in the case of minors, the responsible adult listed on the account upon presentation of identification.

The library will not disclose personally identifiable information about individual patrons to any requester unless required to do so by law upon receipt of a valid court order or subpoena authorized under federal, state or local law.

This information includes:

- The identity of users names, addresses, telephone numbers, ID numbers, or other account details
- Materials users have borrowed from or through the library
- Online services used
- Reference consultations conducted in person, via phone, email, or chat.
- Sign up information for library events or communication.

We will not sell, license or disclose personal information to any third party except an agent working under contract for the library, unless required to do so by law or with the consent of the patron. We will try to contact patrons to reunite them with lost items (found here or elsewhere), but we will never disclose contact information to a third party.

Optional services, like Reading History, which allow the system to retain personal information for the patron's own use, may be provided, but patrons should always be able to opt in or opt out of such service.

Nothing in this statement prevents the Library from exercising its right to enforce rules of behavior, protect its facilities and equipment from harm, or prevent the use of Library facilities and equipment for illegal purposes. Staff is authorized to contact law enforcement authorities and provide information that may identify the individuals perpetrating a crime or a violation of Library use policies.

Use of Facilities

There is no reasonable expectation of privacy regarding a person's presence in a public building. For that reason, library staff may respond to questions from law enforcement officers about a person's presence in the library. Please note that there is a distinction between privacy of a patron's use of library materials and services and their physical presence in a public building. For example:

- If a law enforcement officer asks staff for information from a patron's library account, or asks if a patron has used the computers, confidentiality procedures apply.
- If a law enforcement officer, who has provided identification, shows staff a picture of a patron and asks if the patron has been in the library during a designated time period, library staff should answer the officer's inquiry to the best of their ability as the patron has no expectation of privacy in this instance.
- Staff may not proactively monitor the library for an individual, regardless of age, and report to law enforcement or any entity when that person comes into the library.
- Staff may not verify one patron's presence in the library to another patron via telephone or in person, regardless of age (e.g. a parent looking for a child). This does not prevent staff from assisting a parent in co-searching for a child.
- In an emergency situation, staff may try to assist in relaying a message to a potential patron when possible, but will not confirm or deny the patron's presence in the library.

Video Security Camera Policy

The Library uses security cameras for the safety and security of library users and staff as well as to protect library assets and operations.

Reasonable efforts will be made to safeguard the privacy of patrons & staff. Cameras are installed in public spaces inside and outside of the Library where patrons have no reasonable expectation of privacy, such as seating areas, stacks, and computer areas. They will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as in restrooms.

Access to the footage is restricted to designated staff: Security Guards, Persons-In-Charge, and Information Technology Staff. Viewing should be in staff only areas of the Library to protect patron privacy. Patron access to video footage is not allowed. In situations involving criminal activity, injury, or violation of the Library's Code of Conduct, stored images may be shared with staff library-wide. Shared images may remain posted in restricted staff areas as long as the ban is in effect.

The Library Director may release a still shot or portions of recorded footage to the police when requesting their assistance to assess a security risk or investigate a crime on Library premises. Otherwise, requests for access by the Lawrence Police Department or any other outside agency will only be allowed upon presentation of a valid subpoena or court order, or when otherwise required by law. All requests for access to footage must be referred to the Library Director.