

**SOLANO COUNTY LIBRARY  
LIBRARY POLICY**

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| <b>SUBJECT:</b><br>CUSTOMER<br>PROCEDURES:<br>Confidentiality Policy | <b>CATEGORY:</b><br>CIRCULATION | <b>DATE:</b><br>X/XX/XX | <b>PAGE<br/>NUMBER:</b><br>8.1-2-1 |
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Solano County Library ("Library") collects customer data, including name, address, and other personal information regarding registration for a library card and the use of library services. The Library uses this information to contact customers regarding Library issues, including overdue items, arrived holds, announcements and/or upcoming events. The confidentiality of library records is protected by Section 6267 of the California Government Code.

The Library does not retain a history of items borrowed, with two exceptions:

1. If a Library account is assessed fees for lost or damaged materials, the Library's online system keeps a record of the items associated with fees owed or paid. Section 6267 of the California Government Code specifies that fines and fees are excluded from confidentiality protections.
2. If a customer chooses to enable borrowing history, saved lists, or saved searches in the Library's online catalog, the Library will maintain these records, and they could be disclosed under the circumstances described below.

California Government Code Section 6267 provides for the disclosure of Library records in three circumstances:

1. by a person acting within the scope of his or her duties within the administration of the library;
2. by a person authorized in writing, by the individual to whom the records pertain, to inspect the records;
3. by order of the appropriate superior court.

Example of when library records are disclosed

- For long overdue materials, the Library utilizes a collection agency to facilitate the return of Library materials. The Library provides the collection agency with customer names, contact information, amount owed, and details about the items which have not been returned. The Library determines the threshold for which accounts are sent to a collection agency.