



**SPOKANE PUBLIC LIBRARIES**

**DOCUMENT #10.2.2**

**EFFECTIVE DATE: March 20, 2002, ( Revised June 16, 2009)**

**SUBJECT: POLICY ON CONFIDENTIALITY OF CUSTOMER INFORMATION**

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**1. POLICY**

- 1.1 Consistent with RCW 42.56.310, Public Records Act—Library records, it is the policy of Spokane Public Library that any library record, the primary purpose of which is to maintain control of library materials, or to gain access to information, that discloses or could be used to disclose the identity of a library user is exempt from disclosure under this chapter.

**2. IMPLEMENTATION**

- 2.1 For purposes of this policy, such records include, but are not limited to, registration records, circulation records, materials request lists, customer requests for information, financial information, online sites and resources accessed by customers, and records of computer use. Public inspection and copying also includes any requests, oral or written, for information contained in these records.
- 2.2 Any customer is entitled to information regarding his or her items on loan, items on hold, items overdue, and fines. A parent or legal guardian may have access to the same information for his or her minor child. This applies to children up to age 18 unless the minor is emancipated (legally free of parental control). No information will be released without verification of card ownership or parental relationship. By giving a library card to another person or by requesting a proxy card, customers may indicate which party or parties can act on their behalf to pick up and check out their materials.
- 2.3 Without permission of the library customer, Spokane Public Library will not release exempt library records to any individual, organization, or to any agency of federal, state or local government except pursuant to a court order requiring the release of such records.
- 2.3.1 All requests for customer record information (except as referenced in 2.2 above) must be referred to Spokane Public Library Director. The Library Director is responsible for administering the Library policy on the Public Records Act, chapter 42.56 et seq RCW.