DAVENPORT PUBLIC LIBRARY
Confidentiality & Privacy Policy

STATEMENT OF PURPOSE

The Davenport Public Library Board of Trustees affirms that confidentiality of library records and transactions is essential to protect the privacy of patrons. As a publicly supported governmental entity, The Library provides free and equal access for all members of the community and strives to maintain patron privacy.

PROVISIONS

PERSONALLY IDENTIFIABLE INFORMATION (PII)

1. Personally identifiable information (PII) refers to any information that can be used to directly identify a specific individual, such as their name, address, Social Security number, date of birth, or other unique identifier, which The Library must handle with confidentiality and protect from unauthorized access due to its sensitive nature.
2. The Library has a professional, ethical, and legal obligation to safeguard the confidentiality of any PII collected. The collection of PII will be done only to provide or improve library services.

CONFIDENTIALITY OF LIBRARY TRANSACTIONS

3. To ensure the confidentiality and privacy of patrons, The Library will not disclose any information to third parties, including state, federal, or local government agencies, unless required by law. According to Iowa Code §22.7(13), the release of such information is prohibited unless under a court order.
4. The Library will not entertain informal requests from third parties for PII contained in library records or accessible through its systems regarding any patron. This protected information includes database search records, reference interviews, library card applications, electronic requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.
5. Library employees will retain records for the shortest length of time necessary to facilitate library operations.
6. In accordance with Iowa Code §22.7(13), employees will only release information to the parent or guardian of a minor child for the purpose of recovering library materials and addressing any related matters, including charges incurred by the minor, for which the parent or guardian may be held financially responsible. Title information will be made available to a minor child's parent or guardian only after an item has become overdue.

Original policy adopted by the Davenport Public Library Board of Trustees: 05/17/2005
Reviewed/Revised: 03/21/2006 | 07/19/2011 | 08/19/2014 | 05/15/2018 | 12/21/2021 | 03/18/2025 | 07/21/2026

7. The lawful custodian of records is the Library Director. The Library shall be in compliance with Iowa Code §21.1 (Iowa Open Records Law).
8. The Library Social Worker serves as a mandatory reporter in accordance with Iowa Code §232.69 (Mandatory and permissive reporters) and §235B.3 (Dependent adult abuse reports). This policy does not interfere with the Social Worker's responsibility to meet this obligation.
9. The Library may enter into partnership agreements with Davenport Community School District and other entities to evaluate the impact of programs. The Library may disclose the names of students participating in the Summer Reading program, 1000 Books Before Kindergarten, and other initiatives to partners. Any information shared is subject to the entities' confidentiality policy. All other confidentiality requirements remain in effect, ensuring that no details regarding circulation transactions or information requests are disclosed.

SECURITY OF LIBRARY RECORDS

10. The Library operates its own internal network and takes reasonable measures to safeguard it from unauthorized access.
11. Email communications sent to The Library may not be secure against interception.

WEB SERVER AND ELECTRONIC RESOURCES

12. The Library may monitor the usage of The Library website, as well as other library systems and services accessed through library servers. Library employees use this information only as anonymous aggregate data to assess visitor traffic to different sections of library sites and to enhance the user experience. The Library does not use this information to track or record details about individual users.
13. The Library does not use cookies or tracking mechanisms that collect PII on its websites or in its online catalog.
14. The Library provides access to content provided by third party vendors. Cardholders can access most of this content remotely using their library card number. Use of these digital resources is automatically recorded by the computer servers of these third-party vendors.
15. Third-party vendors may collect PII and other data that patrons voluntarily provide, which are governed by the third-party vendors' own privacy policies. The Library does not assume responsibility for the PII shared by patrons with any third-party vendors.

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MESSAGING TERMS AND CONDITIONS

16. The Library may contact registered patrons by email, SMS, or text message regarding library services and account activity, including but not limited to overdue notices, hold notifications, courtesy reminders, and other customer service communications.
17. Patrons who choose to receive messages are opting in to the service and consenting to receive text communications from The Library.
18. Message frequency may vary, and message and data rates may apply. Personal information and mobile numbers collected through the opt-in process will not be shared, sold, or rented to third parties for marketing purposes.
19. To opt out of receiving messages at any time, patrons may reply STOP to text messages or follow the unsubscribe link provided in emails. For assistance, patrons may reply HELP or contact The Library at (563) 326-7832.
20. Failure to receive a library notice does not relieve cardholders of their responsibility to monitor their accounts and comply with library policies, including the timely return of materials.

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