

Confidentiality of Records

It is a law of the State of North Carolina (N.C.G.S. Chapter 125-19, "Confidentiality of library user records") and a policy of the High Point Public Library that library transactions are confidential in nature, and that information identifying the names of library users and/or the nature, titles or subjects of the library materials they use will be confidential.

All employees of the library have been informed that circulation and other records are not to be made available to any person or to any agency of local, state or federal government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, local, state or legislative investigative power.

Upon receipt of such process, order or subpoena, library authorities will consult with legal counsel to determine if such process, order or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order or subpoena is not in proper form or if good cause has not been shown, such defects must be corrected before the library can comply.

It is further a policy of the library that no staff member will discuss with any person for any reason the names, records, habits, borrower history logs, or inquiries of any library user. Such discussions would be an abridgement of the individual's right of privacy and a serious violation of library policy.

What this means to each staff member: all library use is confidential.

Under no circumstances should a library staff member provide access to circulation records to any individual, even if that individual is a police or enforcement official.

Under no circumstances should a staff member discuss with any individual or enforcement official the nature or titles of books read by another individual.

Under no circumstances should a staff member discuss with any individual the nature of another individual's request for information.

Any representative of a local, state or federal agency, or any law enforcement officer who requests access to such information must do so through the Director of the Library, or in his absence, through the Assistant Director.

Any official request for access to such information must be reported immediately to the Director of the Library, or in his absence to the Assistant Director.

Revised May 21, 2014