



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

CUSTOMER CONDUCT

03.06.05 Law Enforcement Requests for Patron and Staff Information

PCCLD serves as a public institution that provides free and equal access to services, resources and programs for all individuals. The library strives to provide welcoming spaces that foster community trust and the ability to safely utilize facilities and resources. PCCLD supports and complies with the Colorado Library User Records Privacy Act (C.R.S. 2016, 24-90-119), the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a patron's use of the library and its resources are confidential.

PCCLD is a public facility, and law enforcement officers can perform their official duties within the public areas of the library. They should not enter staff areas except in case of emergency or with valid identification and documentation. Law enforcement includes local and state police officers, as well as federal officers. As a courtesy, PCCLD requests that law enforcement officers provide advance notice to the library manager of plans to perform duties that may impact normal library operations.

Per library privacy laws, PCCLD staff will not share patron information including library card records, internet usage or other personal data with law enforcement without permission from the patron or in response to some form of judicial process (subpoena, search warrant, or other court order). Approval to share customer information with law enforcement as defined by C.R.S. 2026, 24-90-119 shall be issued by the Executive Director or their designee. The library has a right to consult with legal counsel before responding to requests for user information. Staff shall not assist law enforcement in locating or identifying individuals, except as required by law. PCCLD has no affirmative duty to collect or retain information about library users on behalf of law enforcement.

See also: 03.02.02 Confidentiality of Library Customer Records
 03.06.04.P1 Live Video Surveillance and Archived Footage Access Procedures