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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 ~~follows~~ ~~supports and complies with the Colorado Library User Records Privacy Act (C.R.S. Colorado Revised Statutes §24-90-119 and §24-74.1-102,~~ 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 ~~to include: officer name, employer, badge number and a copy of the subpoena, warrant or order issued by a judge or magistrate~~. 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.

~~As required by law, 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 without or in without approved identification and documentation.~~ ~~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 ~~§24-74.1-102 and §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
03.06.05.P1 Law Enforcement Requests for Patron and Staff Information - Staff Procedures

