

	<b>CITY OF PALM DESERT</b>	
	<i>Subject</i>	<b>Privacy and Confidentiality Policy</b>
	<i>Policy No.</i>	<b>LIBR-010 Amendment 1</b>
	<i>Date</i>	<b>Issued: June 27, 2024 Amended: December 11, 2025</b>
	<i>Approved by</i>	<b>Resolution No. 2025-079</b>
	<i>Authored by</i>	<b>Library Services</b>

## I. PURPOSE

This policy outlines the privacy and confidentiality practices for the Palm Desert Library.

## II. SCOPE

The privacy and confidentiality policy at the Palm Desert Library is designed to safeguard the personal information and reading habits of our patrons, ensuring their privacy and promoting trust within our community. This policy is rooted in the fundamental principles of intellectual freedom and the right to privacy, recognizing that patron confidentiality is essential for free inquiry and access to information. The Palm Desert Library is committed to protecting the privacy of all library users and upholding confidentiality in all interactions, transactions, and records. This policy outlines the measures and practices we adopt to secure patron data, comply with applicable laws, and respond to privacy concerns, fostering a safe and respectful environment for all individuals seeking knowledge and information.

## III. GENERAL POLICIES

**A. Patron Use Records. At the state level, Section 7927.105 of the California Government Code provides as follows:**

1. All patrons use records (i.e., identifying and borrowing information) of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- a. By a person acting within the scope of his or her duties within the administration of the library.
- b. By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- c. By order of the appropriate superior court.

2. This section does not apply to either of the following:

- a. Statistical reports of patron use.
- b. Records of fines collected by a library.

3. In addition, Section 7927.100 of the California Government Code provides that the California Public Records Act does not require disclosure of library circulation records kept for the purpose of identifying the borrower of items available in libraries (except records of fines imposed on borrowers) or library materials made or acquired and presented solely for reference or exhibition purposes.

The privacy and confidentiality policies of the Palm Desert Library shall comply with the applicable federal, state and local laws. Records will be made available only when required by law, such as pursuant to a valid court order or other legally authorized process.

4. For public records requests, see the City of Palm Desert's Records Request Portal. Note that patron use records, as discussed above, are generally exempt from disclosure under the California Public Records Act.

#### **B. Text Messaging Terms and Conditions**

For customers who opt in, Palm Desert Library may send notices via text messaging services. Customers can expect to receive account notification, Library service updates, and/or event registration notices. Message frequency may vary depending upon a customer's account activity. Message and data rates may apply. Customers may receive support by contacting Library staff by email at [libraryinfo@palmdesert.gov](mailto:libraryinfo@palmdesert.gov), or by calling the Library to 760-346-6552. Library staff will respond as able during regular business hours. Customers can opt out of receiving text notification by texting STOP to cancel or by reaching out to Library staff. Personal information and mobile numbers collected through opt-in will not be shared, sold, or rented with third parties for marketing purposes.

#### **C. Third-Party Partners**

The Library has teamed up with reputable third-party partners to provide certain online services to its patrons, such as Homework Help, OverDrive eBooks, and other online services. The information you submit to the Library may be provided to those third parties on a confidential basis so they can assist us in providing these services. In cases where patrons leave the Library's website to visit one of its partners' websites, they are encouraged to learn about the privacy policies of the websites they visit.

#### **D. Security**

Palm Desert Library has taken reasonable steps to safeguard the integrity of its data and prevent unauthorized access to information it maintains, including but not limited to authentication, monitoring, and auditing. Security measures have been integrated into the design, implementations, and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. These measures are intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

