RAPIDES PARISH LIBRARY
CUSTOMER PRIVACY POLICY

The legal custodian of records for the Rapides Parish Library is the Library Director. As the legal custodian of records, the Library Director is the person responsible for responding to any request for library records or information about a library customer.

The Library Director may designate one or more library employees to serve as persons responsible for responding to any request for library records or information about a library user when the Library Director is absent or unavailable. This designation follows the Library's Chain of Command document, available at all circulation desks.

State law prohibits the disclosure of information about our customers or what they have checked out, with very few exceptions. The prohibition includes patrons' addresses, phone numbers and anything else about them. This is set forth in Louisiana Revised Statues, Title 44, Public Records and Recorders, Chapter 1, Part 1, paragraphs 13 A and B.

Exceptions:

- We may give information to a parent about the records of a minor child;
- We may give out patron or circulation information if we have the written permission of the patron; or
- In response to a valid court order.

The circulation and registration records of the Rapides Parish Library shall not be made available to any third party nor any law enforcement agency of a local, state, or federal government except when a court order in proper form, issued by a court of competent jurisdiction after a showing of good cause, is presented to the library by the law enforcement agency or person seeking the records.

No library employee or volunteer may release library records or reveal information about a library user to any third party or law enforcement agent unless authorized to do so by the Library Director or the Library Director's designated alternate. (No library employee or volunteer may use library records for their own personal use unless authorized to do so by the Library Director or the Library Director's designated alternate.)

Adopted by the Rapides Parish Library Board of Control: June 19, 2007
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