

Confidentiality of Customer Records

The Tulsa City-County Library supports and complies with applicable Oklahoma Law (including, without limitation, the **Oklahoma Open Records Act-Title 51, Oklahoma Statutes §§ 24A.1 et seq., and the Oklahoma Library Code-Title 65, Oklahoma Statutes, § 1-105**) regarding confidentiality and disclosure of library records. All library records relating to an individual customer's use of the library and its resources are confidential. These records may be consulted by library staff and released to the **library's contractors and consultants for use** in the course of carrying out library operations, or for **conducting surveys and evaluations of the library's delivery of services**, but will not be disclosed to others except upon request or consent of the library user or pursuant to court order. As the legal custodian of records, the Tulsa City-County Library CEO is responsible for responding to any requests or information about a library user. If the CEO is absent or unavailable, a Director is designated to respond to any request for library records or information about a library user.

The circulation and registration records of the Tulsa City-County 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, issued by or through a court of competent jurisdiction, is presented to the library by the law enforcement agency or other person seeking the records.

The Tulsa City-County Library keeps records of paid and unpaid fines and bills and checked-out materials up to three years. **In accordance with Oklahoma's statute of limitations (12 Oklahoma Statutes § 95)**, records, including information about customer past-due materials and unpaid fines and bills, are deleted from the system after three years. Customers are in good standing when fines and bills are paid. No information regarding **checked-out materials returned by date due is kept on the customer's record**. Log-in data for computer usage is purged after one month.

No library employee or volunteer may release library records or reveal information about a library user to any third party, including a law enforcement agency, unless authorized to do so by the Library CEO, or a Director in the absence of the CEO.