

## ***Confidentiality of Library Records***

Revised May 2019

Protecting the rights of library users to view and read materials without fear of intrusion, intimidation, or reprisal is the core value for libraries. To safeguard the privacy of individuals, Boyd County Public Library District maintains the confidentiality of library records.

All transactions between the library and its patrons are considered confidential. In accordance with KRS 61.931-934, KRS 61.870-61.884, and applicable policies adopted by the Department for Local Government, the library will take every reasonable precaution to ensure that any personal information that is kept by the library for any purpose is safeguarded from unauthorized access.

*Types of information protected include, but are not limited to:*

- Patron registration files. These records include any information, such as address, telephone number, ID number, picture/signature capture, which users provide in order to access or borrow materials (including email address if provided).
- Circulation records. These records include all information that identifies a person as borrowing or accessing particular materials or information. Included in these records are Web browsing histories, reserve materials, and items checked out. Information regarding materials used by a patron is confidential. It is not available for distribution nor is it discussed with other patrons. It is discussed with other staff only as it relates to library business. The parent/legal guardian of a child under 18 may (with appropriate identification) receive information concerning items checked out to the child.
- Verbal transactions. This includes Reference transactions and other verbal exchanges between staff and patrons.

*The Library does not give out or share personal information except in the following:*

- To conduct normal library business, such as, but not limited to, issuing holds and notices or contracting with a collection agency
- For juveniles 17 years old or younger, parent or guardian may be provided information of checked out materials if the primary purpose is to pay fines or recover missing materials. Parent or guardian must present the juvenile's library card for access and appropriate identification. Parent or guardian may access the juvenile's account through the library's website with the appropriate patron card number and PIN (personal identification number).
- Registration and circulation records shall not be available to any agency of state, federal, or local government except pursuant to process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, and local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. Such requests to release patron information will be forwarded to the Director immediately. Written documentation of all requests to release patron information is required.

- Warrants are immediately executable and staff should comply with law enforcement personnel in their execution. The Director will be notified whenever a warrant is used to gain access to patron information. A copy of the warrant will be retained by staff. The copy of the warrant will be delivered to the Director.

### *Patron Record Retention*

Boyd County Public Library District retains the following information:

#### *Borrower information*

- Name, address, telephone number, birth date, ID number, and county of residence. For juveniles, the previous information and parent/guardian's information;
- If provided by borrower, email address;
- Either picture or signature capture;
- Items currently checked out on an account;
- Overdue history, this includes the title information on any item that was returned beyond the due date;
- Fine history which includes the title information on any item that was assessed a billing or damaged fine/fee;
- Canceled hold/reserve information, this includes the title information on a hold that was placed then canceled for any reason;
- Informational messages created by staff members and placed on an account;
- Any hold/reserve item where the patron opted for retention.

#### *Interlibrary Loan request history*

The Library is required to follow the "Record Retention Schedule" prepared by State Records Branch, Public Records Division, Kentucky Department for Libraries and Archives. Series 183 states that interlibrary loan request records must be kept for two (2) years after which they are destroyed.

#### *Reading History*

- The Library does not retain lists of items checked out by individuals other than items currently on an account.
- Once returned and removed from an account, an electronic link is created to the last person who checked out the item, which is replaced as soon as someone else checks out the item.
- However, users have the option of turning on "Reading History" in the online catalog under "Patron Account".
- Reading history may be subject to review under the United States PATRIOT Act or through a properly executed subpoena or search warrant.