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CONFIDENTIALITY OF RECORDS

Library user privacy is an important issue for public libraries, with a specific emphasis on circulation records and collection usage. Public libraries have earned a reputation as one of the most trusted government entities in public surveys because of the approach they take to protect library user information. There are also specific laws that govern how, when, and by whom user information can be accessed.

Pursuant to Idaho Code, Section 74-108, circulation records and other records created by the library that identify a library user's personal reading history are confidential in nature. All Library employees are hereby advised that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or by legislative investigatory power. No library employee may release information about an individual's circulation record to a private individual unless it is the personal record of the individual patron making the request, or, the personal circulation record of the requesting patron's legal dependent.

The Library may generate various forms of ephemeral records with patron phone numbers, addresses, and/or email addresses for administrative and/or various business purposes such as telephone or email reference requests and questions, patron hold requests, program requests, PC reservations, etc. These records may exist in hard copy or electronic form and are destroyed on a regular and routine basis.

This policy is not to be interpreted as restricting in any way the Library's own right to use circulation records or other borrower's records in its course of conducting normal library business. Additionally, the Library does not share library user data with other City Departments or outside organizations for any purpose other than to enhance library user experience at the Boise Public Library.