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PUBLIC SERVICE

(3.4) Privacy

Alaska Statute 40.25.140 confers privacy rights to Alaskans of all ages regarding the confidentiality of their library records and, in particular, their personally identifying information.

AS 40.25.140 – Confidentiality of Library Records

- a) Except as provided in (b) of this section, the names, addresses, or other personal identifying information of people who have used materials made available to the public by a library shall be kept confidential, except upon court order, and are not subject to inspection under AS 40.25.110 or 40.25.120. This section applies to libraries operated by the state, a municipality, or a public school, including the University of Alaska.*
- b) Records of a public elementary or secondary school library identifying a minor child shall be made available on request to a parent or guardian of that child.*

To conform to this law, library staff will adhere to the following, without exception:

1. Library staff may not provide personally identifying information to patrons, including name, address, phone number, birth date, or any other personally identifying information on a library account to any patron. This includes security camera footage. Per AS 40.25.140, requests for personally identifying information must be made via court order served to the Library Director.
2. Patrons requesting information about items borrowed or fines/fees owed may be given the information by providing their library card or photo ID that matches information listed on their account. Patrons without their library card or photo ID may answer a series of questions about their account to access library services and circulation information about their account; however, if patrons are unable to answer these questions, either their library card or photo ID is then necessary to verify identity.
3. Patrons requesting information about items borrowed or fines/fees owed over the phone may be given the information by providing their library card number. Patrons without their library card may answer a series of questions about their account instead. If these questions are not answered successfully, staff are unable to provide the information.
4. Parents and guardians who do not possess their child's library card may be given the titles of items their minor children have borrowed only for the purposes of retrieving overdue materials for which the parent has accepted financial responsibility. The parent/guardian must be listed on the child's account. Any combination of official documents may be provided to confirm photo identification and name of the parent. A minor's address, phone number, and any other personally identifying information on the account are not to be provided to anyone, including a parent or guardian per AS 40.25.150. Parents may be told if their child is registered. If for any reason verification of correct name must be done using personally identifying information, such information must be provided by the parent; staff shall not reveal it.

Implied Consent

If a patron wishes to have another individual manage their materials at the library on their behalf, they may do so if they have implied consent. The library considers implied consent to be given when one of the following is true:

1. The patron has the other patron's library card.
2. The patron has a signed note giving the name of the individual authorized to pick up, renew, or borrow materials.
3. Authorization is given to library staff by phone at the time of pickup/checkout and library staff are able to verify the identity of the caller by matching identifying information on their library account with information provided by the caller.
4. For holds and renewals, the patron knows the title of items to be picked up or renewed.

The library recognizes that implied consent is commonly used by parents and guardians of young children to manage their child's library card. The library encourages parents and guardians to transition control of a child's library card to the child when developmentally appropriate.