

PRIVACY OF LIBRARY USERS

Policy Statement:

Phoenix Public Library will adhere to the provisions of Arizona law regarding the privacy of library users and will comply with City of Phoenix Administrative Regulations outlining the release of other information.

Scope:

The Privacy of Library Users Policy applies to all Phoenix Public Library business operations, customer records and surveillance video.

Regulations:

Release of Customer Information

- A. In accordance with Arizona Revised Statutes (ARS) 41-151.22, Phoenix Public Library shall not disclose “any record or other information which identifies a user of library services as requesting or obtaining specific materials or otherwise using the library,” except that a library administrator may authorize the release of information under one of the following conditions:
1. The user in question has given written permission.
 2. Phoenix Public Library is presented with a court order to release the information, or is required to testify in a court of law.
 3. Phoenix Public Library is required by law to disclose the information.
 4. The information is necessary for reasonable operation of Phoenix Public Library. (For example, the information is necessary for preparation and distribution of overdue notices.)
- B. Staff members will notify the appropriate Library administrator immediately of any attempt to obtain user information protected under A.R.S. 41-151.22.

Phoenix Public Library – Public Spaces

Phoenix Public Library locations are public places. In general, visitors to our library properties are considered in a public space and have little expectation of privacy in regard to being photographed or filmed. However, Arizona Revised Statute 41-151.22 “Privacy of User Records” mandates that public libraries are obligated to “...not allow disclosure of any record or other information, including e-books, that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.” Phoenix Public Library is careful to ensure that no photography or filming can occur in such a way that identifies an individual and associates them with specific library materials, services or as otherwise using the library.

Release of Other Library Information

- A. Phoenix Public Library retains and manages official records in accordance with:
- [Arizona Revised Statute \(A.R.S.\) 41-151.14 – State and local public records management](#)
 - [Arizona Revised Statute \(A.R.S.\) 41-151.22 – Privacy of user records](#)
 - Applicable City of Phoenix Administrative Regulations



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- B. For security purposes, library surveillance video footage is restricted and generally not available for dissemination to the general public.
- C. Any requests from the public for copies of official records, or any requests for other information from staff or Phoenix Public Library files/records, will be forwarded to the appropriate Phoenix Public Library Administrator for disposition and/or review with the City's Law Department.