

Title: <b>Privacy of Library Service</b> Chapter: <b>Services</b> Approved By: <b>Library Board of Trustees</b>	Document Type: <b>Policy</b> Document Number: <b>10.08</b> Original Effective Date: Date of Last Revision: <b>7/25/2019</b>
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## **Patron Privacy Policy**

### **Mead Public Library Vision**

We aspire to create a vibrant, informed and cohesive community.

### **Mead Public Library Mission**

We connect people with ideas, resources and technology to educate, entertain and empower.

### **Mead Public Library Values**

Service, Inclusiveness, Innovation and Enrichment

Mead Public Library is committed to user confidentiality. The confidentiality of library records is a core part of the Code of Ethics of the American Library Association.

#### **Personally identifiable information (PII) and Library Usage**

Mead Public Library circulation and other records which indicate the identity of library users, especially as they connect library users with material or services used, are confidential. This confidentiality extends to information sought or received, including library materials consulted or borrowed, database search records, reference interviews, circulation records, registration records and all other personally identifiable uses of library materials, facilities or services. The following PII is required to open and maintain a library user account: full name, address, date of birth, phone number OR email address.

Such information may not be accessed or disclosed, except to:

- Staff members acting within the scope of their duties in the administration of the library or library system.
- An agency or individual or any local, state or federal government, pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.
- Persons authorized by the individual to inspect the individual's record.
- A custodial parent or guardian who requests library records relating to the use of the library documents or other materials, resources, or services of a child under the age of 16.

The Library occasionally conducts promotional campaigns to inform the community of our services. The Library uses patron email or postal addresses for the mailing lists, ~~which are voluntary and opt-in only~~ **which patrons can opt out of at any time.**

The Library does not sell, lease, or otherwise distribute or disclose patron name, email address, postal address, telephone number, or other PII to outside parties.

Video Surveillance in the Library:

- Only authorized library personnel shall actively review video recordings made for security purposes and then only when it is reasonable for them to assume that personal, collection or building security has been adversely affected by actions that are likely to have been recorded.
- The Library shall retain such items in the manner set forth in WI Department of Public Instruction's "Records Retention Schedule for Wisconsin Public Libraries and Public Library Systems."
- Security cameras used for video recording or live monitoring shall be installed in such a manner that their presence is readily evident to Library personnel and the general public.

#### Release of Information

- It is Library policy not to yield any information about individual library use to any agency of government, whether local, state or federal without a valid order from a court of competent jurisdiction, including court orders brought by agents of the Federal Bureau of Investigation (FBI) in the form of search warrants issued under the Foreign Intelligence Surveillance Act (FISA). It is illegal to disclose to any other person (other than those persons necessary to produce the tangible things sought in the warrant) that the FBI has sought or obtained records or other items under the FISA.
- Pursuant to the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80) it is the responsibility of all Library employees to safeguard from public view records that contain personal information, including segregation of such materials for shredding or redaction prior to their leaving the custody of the Library.

*See below: Wisconsin Statute 43.30, Public Library Records, and statement from the American Library Association on release of records.*

#### Wisconsin Statute 43.30. Public library records.

(1) Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records or to libraries as authorized under subs. (2) and (3).

(2) A library supported in whole or in part by public funds may disclose an individual's identity to another library for the purpose of borrowing materials for the individual only if the library to which the individual's identity is being disclosed meets at least one of the following requirements:

- (a) The library is supported in whole or in part by public funds.
- (b) The library has a written policy prohibiting the disclosure of the identity of the individual except as authorized under sub. (3).
- (c) The library agrees not to disclose the identity of the individual except as authorized under sub. (3).

(3) A library to which an individual's identity is disclosed under sub. (2) and that is not supported in whole or in part by public funds may disclose that individual's identity to another library for the purpose of borrowing materials for that individual only if the library to which the identity is being disclosed meets at least one of the requirements specified under sub (2) (a) to (c).

History: 1981 c. 335; 1991 a. 269.

From the American Library Association:

"Confidential library records should not be released or made available in any format to a federal agent, law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction after a showing of good cause by the law enforcement agency or person seeking the records."