

Jack Russell Memorial Library Privacy Policy

Privacy Statement

Protecting privacy is an important principle at the Jack Russell Memorial Library (JRML). This includes protecting patron privacy and keeping confidential any information that identifies individuals, or associates individuals with their use of Library materials, equipment, programs, services, facilities, and/or staff assistance. This policy affirms the library's commitment to privacy, explains the information that JRML collects, and alerts patrons of the privacy choices available to them.

Definition of Terms

- Privacy is the right to seek information through Library resources without having the subject of interest known or examined by others.
- Confidentiality exists when the Library possesses personally identifiable information and keeps that information private on the patron's behalf.
- Personally identifiable information is information such as name, library card number, email or mailing address, telephone number, or any financial information relating to a patron and their account.

Legal Protections & Exceptions

Wisconsin law has strong protections in place to assist JRML in keeping records confidential. In certain circumstances, library records may be subject to disclosure to law enforcement officials under provisions of state law or federal law under the provisions of the USA Patriot Act (Public Law 107-56). In accordance with the USA Patriot Act, public libraries must allow an immediate search and possible seizure of equipment or information if presented with an FBI National Security Letter or Foreign Intelligence Surveillance Act Warrant. Staff members are provided training in handling requests from law enforcement. See **Staff Procedures for Complying with Law Enforcement Request for Information**.

The relevant Wisconsin Statutes are Section 43.30 and the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80). Library records include any record of the use of Library materials, resources, or services.

Wis. State Statute 43.30 requires that Library records may only be disclosed under the following circumstances:

- With the consent of the individual Library user.
- To a custodial parent or legal guardian of a juvenile under 16 years of age.
- By court order.
- Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at the library. In this instance, the Library shall disclose all records pertinent to the alleged criminal conduct that was produced by a surveillance

device under the control of the Library. If the Library requests the assistance of a law enforcement officer, and the Library Director determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the Library may disclose the records to the law enforcement officer.

- To persons acting within the scope of their duties in the administration of the Library or library system
- To other libraries for interlibrary loan purposes in accordance with Wisconsin Statute Sections 43.30(2) and (3)
- To a qualifying third party¹ to assist with delinquent accounts. Under the provisions of the law, the Library may only disclose the individual's name, contact information, and the quantity, types, and value of unreturned materials, not the titles of the items.

Library Records

The Library avoids creating unnecessary records and retaining records longer than needed.

- To receive a library card, patrons are required to provide identifying information such as name, birth date, picture ID, and physical as well as mailing address (if different). The identifying information is retained as long as the patron continues to use the library card. In most cases, the information will be in the database for a maximum of five years after the person stops using the library card, at which time the record is deleted.
- A patron's circulation record includes current identifying information, items currently checked out² or on hold, as well as overdue materials and fines.
- Ninety days after an item is returned, the Monarch Library System removes the information regarding the last patron to check it out, which deletes the patron from the item history log. If the item had associated fines, the fine transactions are saved.
- JRML may also gather information necessary to provide a requested service to a patron, including but not limited to the following examples:
 - Records of electronic access information such as the library card or guest pass number used to log onto public computers or search a library database
 - Records for interlibrary loan requests or reference services
 - Records needed to sign up for or participate in Library events and programs
 - Records for use of meeting rooms
 - Records for receiving messages about Library services and programs. Once the information is no longer needed, personally-identifying records are destroyed. Emails sent to Library staff may be subject to open records requirements.

The Library treats records as confidential in accordance with Wisconsin State Statute (43.30). The Library will not collect or retain private and personally identifiable information without the person's consent. If consent to provide personally identifiable information is given, the Library will keep it confidential and will not sell, license, or disclose it to any third party, except for purposes described by the law.

Video Surveillance

To maintain a safe and secure Library, areas of the premises are under continuous video surveillance and recording. Images from the Library surveillance system are stored digitally. The Library intends to retain recorded images for a maximum of thirty days. Images may be monitored and reviewed by Library staff.

Video surveillance data are protected Library records. State Statute carefully defines law enforcement's authority to view surveillance data. The Library will cooperate with law enforcement officials as permitted by Wisconsin Statute 43.30 (see "Legal Protections and Exceptions" above).

Access to Accounts & Patron Responsibility

Protecting a Patron Account

The patron must notify the JRML immediately if a library card is lost or stolen, or if they believe someone is using the card or card number without permission.

Keeping Account Information Up to Date

A patron may access their personally identifiable information held by JRML and is responsible for keeping the information accurate and up to date. The purpose of accessing and updating personally identifiable information is to ensure that library operations can function properly. A patron may view or update their personal information in person or through the online catalog. JRML may ask the patron to verify their identity.

Parents & Children

For the protection of patrons, parents seeking records of their minor child, under age 16, may be asked to provide proof of their child's age as well as evidence they are the custodial parent. According to Wisconsin State Statute 3.30(1b)(1a) "Custodial parent" includes any parent other than a parent who has been denied periods of physical placement with a child under s.767.41(4).

Items on Hold

Items placed on hold for patrons are shelved for pickup at the Circulation Desk. Patrons of any age may choose to have other people pick up their holds. Holds will be checked out on the library card presented at checkout.

Public Computer Use & the Library's Automation Systems

The Library routinely and regularly purges information that may be linked to patrons, such as information from web servers, mail servers, computer time management software, interlibrary loan requests, and other information gathered or stored in electronic format.

The Monarch Library System maintains the online catalog and several databases and automatically collects and maintains statistical information about patrons' visits to the library catalog and databases. This information includes the IP address of the visitor, the computer and web browser type, the pages used, the time and date, and any errors that occurred. This information is used for internal reporting purposes, and individual users are not identified. Network traffic is monitored to identify unauthorized attempts to upload or otherwise damage the web service. If a patron chooses to pay fines and fees via credit card, the credit card number is not stored in the patron's library account; it is simply passed through to the payment processor.

Website

The Library's website contains links to other sites including third-party vendor sites. The Library is not responsible for the privacy practices of other sites. The Library encourages patrons to become familiar with the privacy policies of other sites they visit.

The Library website does not collect personally identifying information unless the patron requests a service via the Library website. The Library may collect non-personal information for statistical analysis, site assessment, server performance, authentication, troubleshooting, and other management purposes. Examples of non-personal information include but may not be limited to Internet Protocol (IP) address, geographical location of the network, and time and date of access. There is no link to personally identifiable information in computer communications unless a patron has provided that information in the content of a transaction, for example, by filling out an online form to request a service.

The Library uses temporary "cookies" to maintain authentication when a patron is logged in to the online catalog. A "cookie" is a small text file that is sent to a user's browser from a website. The cookie itself does not contain any personally identifiable information. Other electronic services offered by the Library through third-party vendors may use cookies to help control browser sessions. Websites may use the record of cookies to see how the website is being accessed and when, but not by whom.

Library database users are asked for their library card number to ensure that only authorized users have access. Database vendors do not have access to any user records or information.

JRML and the Monarch Library System work with a variety of partners to provide eMedia (e.g. eBooks, eAudiobooks, eMagazines, videos, and music). Before checking out any of the library's eMedia, patrons should read the privacy policy of the company that is providing the service.

Wireless Access

The Library offers free wireless Internet access (Wi-Fi). Patrons' use of this service is governed by the Library's Wireless Internet Policy.

As with most public wireless networks, the Library's wireless connection is not secure. Any information transmitted could be intercepted. The use of the Library's wireless network is entirely at the risk of the user. The Library disclaims all liability for loss of confidential information or damages resulting from that loss.

Other Services

Some patrons may choose to take advantage of hold and overdue notices via email or text message, and similar services that send personally identifiable information related to Library use via public communication networks. Patrons should also be aware that the Library has limited ability to protect the privacy of this information once it is outside the Library's control.

Library Photos

The Library takes photos at Library programs, and they may be posted to the website or used in promotions. Patrons are advised to step to the side or notify Library staff if they do not wish to be in photographs.

Illegal Activity Prohibited & Not Protected

Patrons may conduct only legal activity while using Library resources and services. Nothing in this policy prevents the Library from exercising its right to enforce its Code of Conduct, protect its facilities, network, and equipment from harm, or prevent the use of Library facilities and equipment for illegal purposes. The Library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or Library policy is suspected. Staff is authorized to take immediate action to protect the security of patrons, staff, facilities, computers, and the network. This includes contacting law enforcement and providing information that may identify the individual(s) suspected of a violation.

Enforcement & Redress

Patrons with questions, concerns, or complaints about the handling of their personally identifiable information or this policy may file written comments with the Library Director. The Library will respond promptly and may conduct an investigation or review of practices and procedures. The Library conducts such reviews as necessary to ensure compliance with the principles outlined in this policy.

The Director is the custodian of Library records and is authorized to receive or comply with public records requests or inquiries from law enforcement. The Director may delegate this authority to designated Library management team members. The Director will confer with the City Attorney before determining the proper response to any request for records. The Library will not make records available to any agency of state, federal, or local government unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All Library staff are trained to refer any law enforcement inquiries to the Director.

Policy Changes

This Privacy Policy may be revised to reflect changes in the Library's policies and practices or to reflect new services and content provided by the Library. Patrons are encouraged to check this document periodically to stay informed of the library's current privacy guidelines.

¹ Qualifying third parties are:

- A law enforcement agency, but only if the dollar value of the individual's delinquent account is at least \$50.

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² Patron records show current checkouts. When an item is returned, it is removed from the patron's checkout list. However, patrons who sign up for the reading history service will have their checkout history saved instead of purged. The patron may turn off the service and delete his/her reading history at any time.