

BLACK CREEK VILLAGE LIBRARY PATRON POLICY

The Black Creek Village Library staff is committed to protecting your privacy in accordance with local, state and federal laws.

According to the American Library Association's Code of Ethics: *"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."*

Information the library may gather and retain about library patrons includes the following:

- Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)
- Records of material checked out, charges owed, payments made
- Records of electronic access information such as the library card or guest pass number used to log onto library public computers
- Requests for interlibrary loan (ILL)

State law protects your library records from disclosure if a member of the public or the media requests them. Patron records will only be released to the person(s) whose name(s) appear on the library borrower's record. No information from any patron's record is to be released to any person-including law enforcement-unless required by a court order, and any inquiry about library use will be treated as an invasion of patron privacy.

We will keep patron records confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law.

All interactions and transactions between a library patron or group of patrons and the Library will be considered confidential and will be discussed only in a professional context.

To ensure safety and security of the public and the staff, the library will monitor public behavior using staff and security equipment.

Protecting Your Library Card

It is your responsibility to notify the library immediately if your card is lost or stolen or if you believe someone is using your card or card number without your permission. We encourage you to protect your PIN/password for your privacy and security. You may allow others to use your card, but the cardholder (or guardian, if under 18) is ultimately responsible for all items and monetary fines incurred.

Keeping Account Information Up-To-Date

You may access your personally identifiable information held by us and you are responsible for keeping your information accurate and up-to-date. Please ask a staff member if you have questions about the process for accessing or updating your information.

Parents and children

We respect the privacy of all library patrons, no matter their age. Parents, guardians or caretakers of a child under age 16 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number in accordance with Wisconsin Statute 43.30. Summer Reading Program sheets will be shredded within one week after the program ends.

Illegal activity prohibited and 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 Patron 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 library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

Note: This privacy and confidentiality policy does not apply to external applications or websites that you may access from the library's public computers or equipment.