

## **Confidentiality Policy**

The ethical responsibility of the Waupaca Area Public Library staff, as well as state statutes, protect the privacy of library users. Confidentiality extends to “information sought or received, and materials consulted, borrowed or acquired,” and includes database search records, reference interviews, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services. It is our responsibility to maintain the integrity of our relationship with each individual cardholder.

## **Privacy for Patrons**

Wisconsin Statute Section 43.30 has been amended to require that a library which is in whole or part supported by public funds must disclose to a custodial parent or guardian of a child under the age of 16 any records relating to that child’s use of the library’s documents, or other materials, resources or services. The role of the parent or guardian is to guide their child’s material choices within their own family. Patrons over 16 years of age will be afforded the same rights as adults. The library’s role is to provide access to materials for all and to insure absolute privacy.

1. The employee receiving the request to examine or obtain information relating to circulation or other records identifying the names of library users, will immediately refer the person making the request to the Library Director, Assistant Director, or Children’s Librarian who will explain the confidentiality policy.
2. The Library Director, upon receipt of such process, order, or subpoena, shall consult with the City Attorney and/or Library Board to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.
3. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. (The legal process requiring the production of circulation or other library records shall ordinarily be in the form of subpoena duces tecum [bring your records] requiring the Library Director to attend court or the taking of his/her deposition and may require him/her to bring along certain designated circulation or other specified records.) .
4. Any problems or conditions relating to the privacy of a patron through the records of the Waupaca Area Public Library which are not specified in the policy statement shall be referred to the Library Director, who after study and consultation with the Library Board and/or city attorney, shall issue a written decision as to whether to heed the request for information.
5. The U.S. Patriot Act may overrule all of the above steps in the process.

**Signature form for library staff and volunteers with access to patron records**

I have read and understand the Confidentiality Policy and agree that I will not reveal any patron information including: Internet use, checked out items, phone, address, names, birthday, holds, fines, circulation history/reading record, PIN #, barcode, email.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Confidentiality Policy to be reviewed annually with all staff and volunteers with access to patron information

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991  
Revised by the Waupaca Area Public Library Board of Trustees May, 11, 2004  
Revised by the Waupaca Area Public Library Board of Trustees March 20, 2007  
Revised by the Waupaca Area Public Library Board of Trustees August, 2008