



# **Little Chute Public Library**

Gerard H. Van Hoof Memorial

## Privacy & Confidentiality Policy

### **Confidentiality and Your Library Record**

The Little Chute Public Library recognizes that the reading activity and interests of library users are private, and that any attempt to invade this privacy, without direct and legitimate need, is the invasion of the personal right of library users and the “right to read” implicitly guaranteed in the First Amendment of the United States Constitution. The Board of Trustees and library administration also affirm their adherence to the Wisconsin State Statute 43.30 which reads as follows:

43.30(1m) 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, to custodial parents or guardians of children under the age of 16 under sub. (4), to libraries under subs. (2) and (3), or to law enforcement officers under sub. 5.

Furthermore, the information contained in library registration records will also be considered confidential and will not be released without the authorization of the individual or by court order except as needed by the library or associated libraries for the legitimate recovery or protection of library materials. The Board interprets those documents to include all transactions associated with the use of library materials including interlibrary loan forms, records of reference questions, and other documents or electronic records which would link the individual with particular materials or services.

Patron records may not be disclosed except to:

- The cardholder (with card or other proper ID).
  - Employees may permit an individual to view or know another person’s transaction record only if the card owner has given written permission for that person to conduct library business on their behalf.
- The parent or legal guardian of a child 15 years of age or younger.
- Staff of the Little Chute Public Library to conduct its normal business. This includes releasing limited information when and only as necessary to a collection authority or legal authority to recover unreturned items and fees.
- Representatives of any local, state, or federal government, pursuant to subpoena or search warrant authorized under the authority of federal, state, or local law relating to civil, criminal, or investigative power.

Requests for transaction information by law enforcement officers should be referred to the Library Director, or whoever is the ranking staff member in the library at the time. Any cost incurred by the Little Chute Public Library in performing a court-ordered search may be billed to the agency requesting the search. Employees need to be aware of the importance of this policy of not revealing patron reading or research interests in the employees’ informal conversation as well as formal duties.

The Library may occasionally conduct promotional campaigns to inform the community of its services. For those activities, the Library may use patron email or postal addresses from patron account information, but only for notices to those individual patrons, and not for publishing individual patron information to third parties.

### **Confidentiality of the Library's Website and Social Media Sites**

The Library uses Google Analytics to collect data about the use of its website. This information is used to make improvements to the website and to track trends. Your personal information is not tracked. Whenever possible, the Library will not track patrons who have enabled the Do Not Track option in their browsers.

The Library collects the following data:

- Browser type
- Anonymized internet address
- Operating system type
- Web address of the page from which you linked to the site
- Device
- Network service provider
- Interaction data

Website data is separate from individual library account data. The Library cannot look up patron library records to determine what websites were visited.

#### *Public Computers and Connected Devices*

The Library does not keep a record of your activities on any Library computer or laptop. Any record of browsing history and activities are removed from library equipment when you log out. The next user cannot see any of your information.

For statistical purposes, an anonymous log is created that includes only the total minutes and total sessions.

Connected devices borrowed from the Library do not retain any information about you or your browsing history.

#### *Web Forms and Email*

The Library uses email addresses to respond to emails we receive, to confirm program registration, to solicit program feedback, and to promote library services, but only to and from individual patrons from their own applicable email addresses. The Library also sends account notices to patrons who have given their email addresses for that purpose. You may opt out of email account notices by contacting us and requesting a change to your notification preferences.

If a patron initiates a reference inquiry or submits a form on the Library's website, this information is considered a part of the borrower account and is protected as outlined above.

The Library's website contains links to external websites not maintained by the Library. The Library cannot be responsible for user privacy when visiting outside websites. Please consult the privacy policies of those websites should there be questions regarding their use.

Approved and adopted by the Little Chute Public Library Board of Trustees on June 18, 2024.

Revised April 2025