



POLICY - ACCESS TO AND RETENTION OF LIBRARY RECORDS

The Dane County Library Board, created by Chapter 15.27 Dane County Code of Ordinances in accordance with Chapter 43.57 (4) (b) Wisconsin Statutes, is responsible for overseeing the provision of county library services.

Pursuant to Sec. 19.33 (4) Wisconsin Statutes, the Dane County Library Board has designated the Library Director as legal custodian of all public records described in Sec. 19.32 (2) Wisconsin Statutes.

As provided by Sec. 43.30 Wisconsin Statutes, all records indicating the identity of any individual who borrows or uses library 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. In accordance with Wisconsin 2003 Act 207, DCLS will, upon request, 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. Such requests must be:

1. Made in person; and
2. Accompanied by a government agency-issued photo ID and other documents that demonstrate the requester is the custodial parent or guardian of the child whose records have been requested.

Dane County Library Service has established and currently follows these practices regarding record creation and retention:

1. The Library does not create records containing a user's personally identifiable information except those required for the efficient operation of the Library.
2. The Library does not retain records of individual user activity with personally identifiable information except those required for the efficient operation of the Library.

Specific types of library records include:

Database Search Records:

- Searches of the collection using LINKcat, the online catalog: Once a search is conducted, the software does not retain a copy of the search. Records of the search no longer exist.
- Searches of other databases licensed by Dane County Library Service or the South Central Library System: No records of such searches are created.

Library Card Holder Information: The library creates and maintains a record of every library card holder. It includes the information the Library Service needs to identify and contact that individual.

Circulation Records: LINK circulation software tracks materials currently checked out, automatically erasing the item from an individual's borrowing record once an item is returned and any related late or damage fees are paid. Nightly backups are stored for one month. The information is retained in the event that a catastrophic hardware or software failure would require restoration of software or data files.

Homebound Circulation Records: Records are kept of books checked out and delivered to those

physically unable to come to the library. The maintenance of these records serves the participants in this special program in that the continued existence of these records allows staff to limit new shipments to items not previously loaned to the patron.

Hold requests: The library creates and maintains a record of each request for a library item placed by a library patron within the LINKcat system. Records of such requests are maintained only until the requested item is made available to the patron.

Inter-Library Loan Records: Patrons may borrow items not owned by South Central Library System libraries from other libraries worldwide via Inter-Library Loan (ILL). The Dane County Library Service tracks items being borrowed and may generate a record with patron information. The Library keeps records until the item is returned to the owning library.

Subject Requests: A reference interview occurs when a person looking for information requests assistance from library staff. Frequently, such requests require staff to access other library collections not immediately available. In these cases, a record may be created and maintained until such time as the requested information is supplied to the library patron.

The Library Director is vested with full legal power to render decisions and carry out the duties described in Subchapter II of Chapter 19 Wisconsin Statutes governing public records and property.

Interested individuals may request public records of the Dane County Library Service at the Director's office, 1819 Aberg Avenue, Madison between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, except for days when the office is closed pursuant to legal holidays established by county ordinance.

Copies of records on file may be obtained by specifying the document or documents desired. This office allows persons to make their own copies provided it can be done without disruption to office workflow. Copies are \$.25 per page. One page is defined as one side of a single sheet of paper not larger than 8 1/2" by 14". When the request is for a large amount of information, arrangements will be made with the Director to copy the material by library staff and deliver it to the requesting party, who will be billed for the copies.

All requests to inspect or copy records should specify the particular document, identifying the same by its date, a description of the type of document and/or the title of the document. Where insufficient or misleading identification of the document is given to the office, a charge will be assessed for the actual costs incurred in locating the document if the costs thereof exceed \$50.

Adopted by the Library Board
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