

ITEM NUMBER: 10.18
CHAPTER 10: Circulation
CODE: Procedure

Title:	Account Access and Use Procedure
Effective Date:	05-28-24
Authorized By:	Library Director
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In general, patrons may only remove materials from the library by checking them out on their own account, after verifying their identity. Exceptions are noted in the Patron Linking Procedure (10.17).

A patron may establish their identity with any of the following:

- Their physical, signed library card (from any V-Cat library)
- Their current government-issued photo ID
- Their library card number and their birthdate

Staff reserve the right to request additional information, and/or deny account information and checkouts if reasonable doubt exists regarding the patron's identity.

State law (defined in Wisconsin Statutes 43.30) obligates the library to maintain the confidentiality of library records. Accordingly, staff may only provide a patron with any information about an account (including – but not limited to – items checked out and amount owed on the account) in the following circumstances:

- The account belongs to the patron.
- The account belongs to the patron's child (only if the child is under the age of 16).
- The account is linked to the patron's account, as described in the Patron Linking Procedure (10.17).