

TO: The Board of Trustees
FROM: The Management Team
RE: Patron Reading Histories

WNPL patrons have been asking if they can see a record of what they have checked out for a very long time, mostly because they want to know if they've already read a particular book. This request has been made at the public service desks and in the patron suggestions. Now, our ILS has the capability of providing this information to our patrons. Even more importantly, the system will allow patrons to opt in to this feature; thus, those who prefer to keep their records private can continue to do so.

As librarians, we respect patron confidentiality and support the sentiments expressed in the ALA's Freedom To Read document. However, if patrons wish to have access to this information it is not our place to prohibit it. We support turning on the reading history function and would like to share the following information:

- All Innovative catalog server equipment is located on premise and is secured in a room with limited authorized user access.
- All servers sit behind an isolated firewall segment and are protected via secured port access.
- Although we can see what patrons currently have checked out and on hold, staff will not have access to their reading history. The staff view will not change from what we are currently able to see. The only way that staff could access the reading history is by logging onto the patron's online account using the patron's barcode and password.
- There are some circumstances in which this information is already stored. For example, patron accounts include detailed information about materials associated with fines owed and paid. Item records include information that can be used to determine the last five patrons who checked out a particular item. In addition, information regarding patron account activity is often communicated through email and text message notifications.
- Patron records are still protected by law. A warrant would be required for law enforcement to view these records.
- This service would be offered purely by choice. For those who choose to opt in, convenience is more important than privacy. In the current digital environment in which we live, personal information is freely shared.
- This option is already available in many of the services we offer, such as Hoopla, Iliad (interlibrary loan system) and My Media Mall.
- This option is offered by many libraries including Arlington Heights, Evanston, Skokie, Gail Borden, Cook Memorial, Milwaukee Public Library, to name a few.

We respectfully request that you provide this service for our patrons.