

Suggested Teen Grow-Up Procedure

Background

Under *Wisconsin Statute 43.30*, “Upon the request of a custodial parent or guardian of a child who is **under the age of 16**, a library.... shall disclose to the custodial parent or guardian all library records relating to the use of the library's documents or other materials, resources, or services by that child.”

If the patron is age 16 or older, Chapter 43.30 states, “Records... **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 under a narrow range of exceptions.

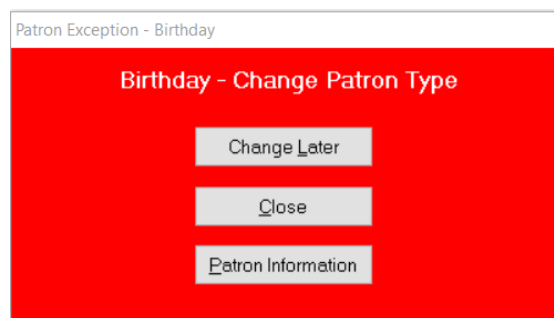
When a juvenile patron turns 16 years old, the library may no longer share that teen’s library records with their parents or guardians. In order to comply with statute, we need a way to remove the parents’ access across several platforms, including:

- BiblioCommons My Account
- CARL Discovery My Account
- InfoSoup/Library app
- OverDrive/Libby
- Shoutbomb
- Hoopla

Every month OWLS will send a report of patrons who will turn 16 in the coming month by email. Libraries may use this list to preemptively notify 16-year-old patrons of their privacy rights and/or edit patron records.

Grow-Up Recommendation

When a patron has turned 16, a note will appear in CARL-X and CARL Connect that says “Patron has turned 16. Apply local Grow-Up Procedure.” In CARL-X, a Big Red Box will also appear that says “Birthday – Change Patron Type.”



This Big Red Box will also appear when a patron has turned 18. Follow local procedures for transitioning patrons to adult accounts.

Several things must happen to guarantee the teen's privacy.

Explain privacy rights to the teen.

Review any fines and fees on the teen's account and follow local policy.

- You may share information about billed items with the teen. The teen may share information with the parent/guardian if they would like help clearing bills. Consult your municipal attorney before sharing any billing information with the parent/guardian directly.
- OWLSnet recommends waiving fines if local policy allows.
- OWLSnet recommends waiving bills for locally owned items if local policy allows.
- If billed items are not locally owned, contact the owning library.
- If balances are significant or your library policy does not allow waiving any fines and bills, you may consider transferring the balances incurred by the patron prior to age 16 to the sponsor's account.
- If fines and fees cannot be swiftly resolved, you may complete the Grow-Up Recommendations, and leave the account in a blocked status due to balances owed.

After fines/fees are addressed:

- If your library uses paper registration forms, have the teen complete a new one.
- Change the barcode or create a new patron account.*
- Verify/update the address and municipality code.
- Enter the teen's email and phone number.
- Set the Which Address/Preferred Address to be the primary (teen's) address.
 - If parent information must be recorded, do so in a Note. If it is in the Sponsor field, there is a risk a notice will be sent to someone besides the teen.
- Change the patron type to "Teen 16 and 17".
- Change the expiration date.
- Collect the teen's signature.
 - It is probably not necessary nor appropriate to require a parent's signature but consult your municipal attorney.
- Give the teen information to set up Shoutbomb.

The following steps are recommended if you only change the teen's barcode:

- Advise the teen that their parent will retain access to their account in Libby if they had previously shared it.
- Advise the teen to change their BiblioCommons and Old Catalog passwords if they had previously shared it with a parent/guardian.

The following steps are recommended if you create a new patron record for the teen:

- Advise the patron to print or otherwise save any prior lists and history they would like to keep.

- Get a list of the teen’s holds and transfer them to the new account.
- Get a list of the teen’s Overdrive holds and transfer them to the new account.

***Changing the teen’s barcode or creating a new patron record**

Changing the barcode in a patron record or creating a new record altogether is a local decision. Both have significant pros and cons as outlined below. NOTE: Even if a teen allows a parent or guardian access to their account, library staff still may not disclose checkout information.

OPTION	PROS	CONS
NEW BARCODE	Retains history and holds, breaks most parental access.	Does not break a parent’s Overdrive/Libby access. Explain to the teen patron how to do that if they wish.
NEW RECORD (DELETE OLD RECORD)	Clean slate, no access issues to clean up.	Loses history and holds across all platforms.
NEW RECORD MERGED WITH OLD RECORD WITH NEW RECORD AS PRIMARY.	No access issues to clean up. Retains history and holds in CARL.	Loses holds in Overdrive and loses access to Bibliocommons account. Overdrive holds can be manually replaced by staff and moved up the queue in Marketplace. Patron must re-register in Bibliocommons.

Billing Considerations

Bills are sent to the preferred address in a patron record. If Sponsor is chosen under Which Address/Preferred Address, then it is the Sponsor information that prints on bills. Sending bills to the attention of a parent or guardian is a privacy violation for patrons 16 and older.

Parents can be held responsible for debts incurred by a 16- or 17-year-old under *Wisconsin Statute [895.035](#) Parental liability for acts of minor child.*

OWLSnet recommends sending the initial bill to the attention of the 16- or 17-year-old teen only. If the bill is not resolved after sending it to the teen, consult your municipal attorney regarding how to proceed with billing the parent while complying with the library privacy statute.

Unique will contact the 16- or 17-year old patron directly, based on the “Teen 16 and 17” patron type and the date of birth.

Electronic Cards and Implied Consent

Can parents pick up holds for a 16- or 17-year-old teen? OWLSnet libraries have assumed that if a person has another patron's library card in hand, that serves as implied consent to pick up the absent patron's holds. However, now multiple people can have a person's card "in hand" by saving it in the app, and we don't know whether that implied consent was given before or after the teen turned 16. This is further reason to support making the grow-up age 16, and at a minimum, changing the barcode, so that the parent can no longer check out the child's holds unless they renew the implied consent by getting the new barcode and PIN from the teen. Changing the barcode also changes the teen patron's hold alias, and the parent will not be able to browse the hold shelf to see what their teen has requested.