



## Online Chat Policy

Adopted by La Crosse County Library Board January 2024

### **PURPOSE**

The purpose of this policy is to establish guidelines for the use of any online chat service, as well as the access and retrieval of chat transcripts at La Crosse County Library.

### **NO SCREENSHARING POLICY**

It is the express policy of La Crosse County Library that no Library employee shall initiate screensharing at the workplace while delivering service via online chat.

### **DISCIPLINARY ACTION**

Employees should be aware that violation of this policy of not allowing screensharing shall be strictly enforced. Any violations of this policy may subject the violator to appropriate disciplinary action.

### **TRANSCRIPT RETENTION**

La Crosse County Library online chats are transcribed and stored. Transcripts will be stored for a period of seven (7) years and then deleted. When there is a pending open records request for a likelihood of litigation, audit, or investigation, relevant chat transcripts will be preserved until the risk is settled or until legal advice has been obtained concerning disposition.