

Privacy and Confidentiality Policy

New York State Consolidated Laws, Civil Practice Law and Rules - CVP § 4509. Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

The Palisades Free Library gathers personal information about cardholders for the express purpose of efficiently and effectively operating the Library. We are committed to protecting the privacy and confidentiality of our users. In all cases we avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not engage in practices that might place information on public view.

Information we may gather and retain about current and valid library users include the following:

- User Registration Information such as name, age, address, email, and telephone number
- Circulation Information such as title of book currently checked out or unpaid fines
- Information Required to Provide Library Services

We will not collect or retain private and personally identifying details without consent. If consent is provided we will keep personally identifying details confidential and will not sell, license or disclose personal information to any third party without consent, unless we are compelled to do so under the law or to comply with a court order. We authorize only the Library Director and the proper information technology staff at the Ramapo Catskill Library System to receive or comply with requests from law enforcement officers; we confer with legal counsel before determining the proper response.

Patrons have the option of providing us with an e-mail address for the purpose of notifications about library accounts. Patrons may request that we remove an e-mail address from their record at any time. Patrons have the option of providing us with their e-mail address for the purpose of notifying them about library programs and services. Patrons may opt out at any time. These two uses of email are separate and patrons may subscribe to one, both, or none.

Patrons are entitled to view and/or update their information and may do so in person. To do so, patrons may be asked to provide some sort of verification such as a pin number or identification card to ensure verification of identity.

PALISADES FREE LIBRARY EMPLOYMENT HANDBOOK

Data Integrity

The data we collect and maintain at the library must be accurate and secure. We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to their own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; destroying untimely data or converting it to anonymous form.

Data Retention

We protect personally identifying details from unauthorized disclosure once it is no longer needed to manage library services. Information that is regularly purged or shredded includes personally identifiable information on library resource use, material circulation history, and web history, cached files or other usage records on the public library computers.

Third Party Security

We ensure that our library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning user privacy and confidentiality.

Staff Access to Personal Data and Library Use:

We permit only authorized Library staff with passwords to access personal data stored in the Library's computer system for the purpose of performing library work.

Library staff adhere to this policy and New York State Law and will not disclose or discuss information about a patron's use of the library, including information sought or received, resources consulted, borrowed, acquired or transmitted, including but not limited to reference questions, circulation records, digital transactions and queries, as well as records or information regarding the use of library resources, services, programs, or facilities. Library staff may discuss among themselves matters of patron data and library use if it pertains to the effective and efficient operation of library services.

Library users who have questions, concerns, or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Director of the Library. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

Adopted by the Palisades Free Library Board of Trustees, October 10, 2012

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