

# Privacy and Confidentiality

The Skaneateles Library and its staff respect your right to privacy when using library facilities and services.

The state of New York also respects your right to privacy. Library records are deemed confidential New York State Law:

## *§4509. Library records*

*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.*

See NY CPLR Section 4509 (signed June 13, 1988)

Accordingly, library staff will not respond to requests about a library patron's use of the library's collections or computers from a third party or any agency of government (local, state or federal) unless such requests are:

1. Necessary for the proper operation of the library;
2. Pursuant to a subpoena or court order; or
3. Otherwise required by a specific law.

In addition, the library will not:

1. Sell, trade or rent any customer information, including e-mail addresses;
2. Disclose personally identifying information or credit or debit card information to third parties, except to complete a payment transaction or for library debt collection purposes, donations or library event ticket purchases;
3. Retain library records no longer needed for the proper operation of the library. Patron registration information of patrons in good standing is removed upon borrower request or after the borrower card has had no activity for three years.

Library staff may request identification from library users as necessary and appropriate for use of library services, such as obtaining a card, accessing or changing account information or placing and picking up holds. Information communicated under these circumstances is kept confidential. Refusal to identify one's self under these circumstances may be grounds for denial of service.

# APPROVED POLICY of the SKANEATELES LIBRARY ASSOCIATION

## **Reference Questions**

The Skaneateles Library and Onondaga County Public Library System (OCPL) often receive requests for research assistance by email, chat or text. The way this information is handled varies, depending on the method used. For example, chat and text services keep databases of questions and answers, in order to answer future questions more efficiently, while email questions and answers are kept in the email service, to improve future email replies and to allow follow-up on questions as needed. The library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially.

## **eContent**

The Skaneateles Library and OCPL work with a variety of partners to provide eContent (e.g., eBooks, eMusic, and eAudiobooks) to our users. Before checking out any of the library's or OCPL's eContent, users should read the privacy policy of the company that is providing the service in question. For example, users who check out eBooks from OCPL's catalog for use on their Kindle (or via a Kindle app) will receive those eBooks via Amazon. Amazon's privacy policy describes the kind of information that is collected and stored in connection with such transactions, and we encourage our users to familiarize themselves with that policy before engaging in such transactions.

*Submitted for Consideration: 1/25/2018*

*Date of Approval: 1/25/2018*

*Date of Review: 1/2021*