



Privacy and Confidentiality of Library Records Policy

Warner Library respects the privacy and confidentiality of all library patrons regarding information related to the use of the Library. The privacy policy explains the type of personal information the library collects and the steps taken to respect and protect confidentiality when a patron establishes an account and uses library resources.

Warner Library is part of the Westchester Library system. Our patron and circulation records are stored on a server supported by WLS.

Information Collected when registering for a library card

The library requires proof of residency to register for a library card. A patron's name, date of birth, home and/or school or business address, phone number (s), and email address are included in a patron record.

Information Collected when checking out library materials

At checkout, the time and date of the transaction as well as item information about the book, DVD, CD etc are linked to a patron's library card until the item is checked back in. Then the link between the patron and the item is broken. If a patron wishes to keep a history of items borrowed, they can choose to retain their checkout history by clicking the option for "Record my checkout history" in the Preferences section of the Personal Information tab of the *My Account* tool on the Westchester Library System Online Catalog or ask library staff for assistance.

Information Collected at the reference desk

Requests made for interlibrary loans, reference queries and all other interactions with librarians at the reference desk are confidential and will not be disclosed to third parties.

Information Collected through use of library equipment, WiFi or digital resources

When patrons use library services such as library owned PCs or laptops, WiFi, website, mobile applications or digital resources, our computer servers automatically capture and save information electronically about usage. Examples of the information that may be collected are:

- Internet Protocol (IP) address
- Location
- Web browser or device used
- Pages viewed on our website
- Searches or queries conducted

Patrons should be aware that the wireless network provided by the Westchester Library System is **not** secure, unless you are connected to a web page that employs encryption (banks, shopping, etc.).

In addition, the library has teamed up with third-party partners in order to provide certain services to its users. The information patrons submit to the library are given to those third parties so that they can assist us in providing certain services such as the delivery of eBooks or electronic magazines. When using services such as Overdrive where eBooks

are downloaded onto a Kindle through Amazon, users should be aware that Amazon captures information about the titles requested. In cases where users leave the library's website to visit one of its partners' websites, users are encouraged to become familiar with the privacy policies of the websites visited. See chart below for current third party vendor information.

Online services provided by WLS and/or third-party vendors and the type of data they may retain.

3rd Party Service/Vendor	Data Retained	Link to Privacy Policy
Westchester Library System	Name, address, phone number, email, hold history, fines and fees. With opt-in: checkout history	Westchester Library System
ABCmouse 4	First name, age, gender, patterns of usage, choice of avatar and customization	ABCMouse 4
Ancestry.com (in-library access only)	With Opt-in: name, address, phone number, fees	Ancestry.com (In-library access only)
Hoopla	Name, email, checkout history	Hoopla Digital
Learning Express Library	Checkout history. With opt-in: email	Learning Express Library
Library Elf	Name, address, phone number, email, hold history, checkout History, fines and fees	Library Elf
Library Ideas (Freegal and Freading)	With opt-in: email	Library Ideas (Freegal and Freading)
Lynda.com	Name, email	Lynda.com
Morningstar Home Access	None	Morningstar Home Access
NOVEL Databases	None	NOVEL Databases
NoveList Plus and NoveList K-8 Plus	With opt-in: name, email, booklists	NoveList Plus and NoveList K-8 Plus
Oneclick Digital (Recorded Books)	Name, checkout history, hold history. With opt-in:email	OneClick Digital (Recorded Books)
OverDrive	With opt-in: email, hold history. For Amazon devices: name, address, phone number, email, hold history, checkout history	OverDrive
PressReader	Name, email When you submit a request for more information or assistance, PressReader will keep a record of the request and the manner in which it was processed	PressReader
Project Gutenberg	None	Project Gutenberg
Total Boox	Name, email	Total Boox
Tumblebooks	Opt-in: name, email	Tumblebooks

Biblioteca Tumblebooks	Opt-in: name, email	Biblioteca Tumblebooks
University of Fashion	Opt-in: name, email	University of Fashion
X-Plain Patient Education	None	X-Plain Patient Education

Social Media

When participating in library social media sites such as Facebook, participants should know that the library account has the same privacy rights as any other user.

How Personally Identifiable Information is used

We use contact information:

To communicate with patrons regarding their account;

To notify patrons about programs, activities and services of the Library;

To provide patrons with services you have elected to receive, such as notification of the arrival of reserve requests, access to a workshop, optional e-mail notifications or services you have requested.

Enforcement and Redress

Under New York State Civil Practice Law, section § 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.

Exceptions to the above are:

Records of minor children when requested by parents or legal guardians.

In accordance with a subpoena, search warrant or court order or law enforcement officer who is investigating a matter involving public safety in exigent circumstances.

At the written request of the person who is the subject of the record or information.

For administrative purposes as defined by New York State Code.

The library only uses and shares personal information as described above. Library users who have questions, concerns or complaints about the library's handling of their privacy and confidentiality rights are encouraged to contact the Library Director in writing. Issues raised will be responded to in a timely manner.

The Library Director in consultation with the Library Board of Trustees is solely responsible to receive and comply with requests from law enforcement officers. Library staff and volunteers are required to refer any law enforcement inquiries to the Library Director or his/her designee. Library records are not made available to any agency of the state, federal, or local government unless a subpoena, warrant or court order is issued pursuant to law. Before complying with any such requests, legal counsel will be consulted to determine the proper response.

Adopted by the Warner Library Board of Trustees June 15, 2017