

# DeWitt Community Library

## Privacy and Confidentiality Policy

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**Information on the status of any card is available upon request to the cardholder only. New York State confidentiality law requires that such requests be made in person only, and only upon presentation of appropriate ID. This is true for both adults and children.**

### **What is the New York State confidentiality law?**

The state of New York also respects your right to privacy. Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (I CPLR 4509).

#### *§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.

That is, the 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**:

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

## **What about accessing my children's records?**

Parents and legal guardians of children under 8 years of age may request information about their children's cards. After a child's 8<sup>th</sup> birthday, the parent or guardian may request information about a child's Library card records only if the child is present and consents to the release or if the child is not present but provides written consent dated for each request. We recognize the difficulties this policy presents for parents and will do everything we can to help parents maintain their children's accounts and avoid unnecessary fines. Parents who wish to have access to information about their children's library transactions may wish to use their own cards to borrow materials for their children.

## **How does the Library use my personal information?**

Employees are prohibited from providing information contained in or attached to a patron record to any person except a Library employee who has a legitimate work-related purpose or to a patron who presents photo identification. The Library may need to comply with law enforcement officials who have issued a subpoena for patron records. DCL will not sell, trade or rent any customer information, including e-mail addresses.

## **Can I ask for information about my transactions over the phone?**

In order to ensure that patrons' records are private, the Library requires patrons to have their Library cards in order to access their account information – whether online, by phone, or in person. Patrons may view their records online using the "View the patron record?" feature in the online catalog. Library staff will request that you read your Library card number and will ask you to verify your name and address.

## **How can I update my personal information?**

Individuals wishing to update or verify the accuracy of personal information may do so at the Library's front desk. To ensure the security of personal data, verification of identity will be required in the form of a valid photo I.D. such as a driver's license, passport, etc.

The purpose of accessing and updating personal information is to ensure that Library operations function properly. The functions include the notification of the availability of reserved or Interlibrary Loan items, reminders of overdue materials, etc.

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