



## **Privacy and Confidentiality Policy**

### **Philosophy**

The Mamakating Library provides open access to materials and information. Library patrons' First Amendment right to guaranteed freedom of speech extends to a corresponding right to hear what is spoken and read what is written free from fear of intrusion, intimidation, or reprisal. New York Statute 45098 also insures this freedom. The Mamakating Library also ascribes to the American Library Association's Code of Ethics which states, "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted" (See appendix.) Only by strictly adhering to the following policy can the confidentiality of patron records, information, and behavior, be preserved to the fullest extent of the law.

This privacy policy explains your privacy and confidentiality rights, the steps this library takes to respect and protect your privacy when you use library resources, and how we deal with personally identifiable information that we may collect from our users.

### **Information Collected**

Information we may gather about library users includes the following:

- User registration information
  - Retained on paper and in the library's computer program and back-up server,
- Circulation information
  - Retained briefly in user's account; may be fully retained upon request of patron
- Website user names and saved documents/images
  - Retained on public computers until they are restarted, generally the next day; user may request restart
- Email addresses
  - Retained upon consent for communication of library business
- An individual's presence in the library
  - Not customarily recorded, but may be for special circumstances, such as viral contact tracing
- Program attendance
  - For future communication concerning similar programs

### **Protection of Patron Records**

We will not disclose any personal data we collect from you to any other party, except where required by law or to fulfill an individual user's service request, with the following exceptions:

- To the parent/guardian for overdue records of a youth under 18 years for which a parent/guardian is held financially responsible
- To a parent or guardian with identification seeking a record of current titles borrowed by a child under 13 years of age
- To an individual with identification and a signed proxy statement picking up reserve materials on hold for another individual.

### **Use of the Mamakating Library Website**

On the library's website, we automatically collect information about you:

- From automatically-collected network logs
- Through cookies

#### *Network Logs*

When you use our Library services, such as our website and mobile applications, our computer servers automatically capture and save information electronically about your usage of our library services.

Examples of information that we may collect include:

- Your Internet Protocol (IP) address
- Your location
- Type of web browser or electronic device that you use
- Date and time of your visit
- Website that you visited immediately before arriving at our website
- Pages that you viewed on our website
- Certain searches/queries that you conducted

If you are using our public Wi-Fi network, we collect the MAC address and name of your Wi-Fi device.

You should be aware that information collected about you through network logs may be de-identified and aggregated with information collected about other users or visitors. This de-identified and aggregated information cannot be used to reasonably identify you. This information helps us to administer services, analyze usage, provide security and identify new users of our library services. In addition, it helps us to improve your user experience.

## *Cookies*

Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a website each time that site is visited. Cookies are stored on the user's computer. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. Our library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize web pages to that user's specification. Cookies sent by our library servers will disappear when the user's computer browser is closed. We will not share cookies information with external third parties.

## **Use of Information**

We typically keep information only for as long as it is needed for the proper operation of the library and in order to better deliver library services to you. We may retain some information in backup storage systems, hard copy form, or as required by law. We collect different types of information from you depending on your chosen level of engagement with our library services and the information needed in order to provide you with access to those services.

We permit only authorized library staff with assigned confidential passwords to access personal data stored in the library's computer system for the purpose of performing library work. The library does not sell or lease users' personal information.

## **Court Order for Release of Library Records**

The library director will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. Only the library director is authorized to receive or comply with requests from law enforcement officers; legal counsel may be consulted before determining the proper response.

## **Confidentiality of Children's Information**

Parents and guardians are responsible for monitoring their children's use of the internet in the library, particularly concerning the protection of children's personal information. Parents and guardians of children under the age of 13 may view their children's library records. Parents and guardians of children between the ages of 13 and 17 (inclusive) may also view their children's library records, but the library requires their children's consent. We may partner with third-party services to provide educational content for children. Parents and guardians should review those services' privacy policies before permitting their children to use them. Parents and guardians may also need to sign additional consent forms for the collection of information about their children before they gain access to optional programs and services, such as our enrolled programs, as well as for library card registration.

Approved by the Mamakating Library Board of Trustees, February 10, 2021

## Appendix

### Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

The previous version of this file has long held the **incorrect amendment date of June 28, 1997**; the [Office for Intellectual Freedom](#) regrets and apologizes for the error.