

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 by 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 responding to such requests is required by applicable law.

In addition, the library will not:

1. Sell, trade, or rent any personally identifiable customer information, including e-mail addresses or phone numbers;
2. Disclose personally identifying information or credit or debit card information to third parties, except to process payment transactions or for library debt collection purposes, donations, or library event ticket purchases;
3. Retain library records that are no longer needed for the proper operation of the library. Patron registration information of accounts in good standing is deleted upon borrower request or after the borrower card has had no activity for five 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 receives requests for research assistance in person, by mail, email, or phone. The way this information is handled varies, depending on the method used. The library treats reference questions confidentially, regardless of format of transmission.

eContent

The Skaneateles Library and Onondaga County Public Library System (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.

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