

Confidentiality of Library Records & Privacy Policy

Purpose

The East Greenbush Community Library (“the Library”) is committed to protecting patron privacy and maintaining the confidentiality of library records in accordance with New York State law, professional library ethics, and applicable federal law.

Privacy and intellectual freedom are essential to the Library’s mission. The Library recognizes that individuals are more likely to seek information freely when they are confident their use of library materials, services, and resources will remain private and confidential.

Confidentiality of Library Records

The confidentiality of library records is protected under New York State Civil Practice Law and Rules §4509. Library records containing personally identifying details regarding the users of library services, materials, facilities, websites, computers, or electronic resources are confidential.

Such records may only be disclosed:

- to the individual patron to whom the record pertains
- to authorized library staff performing assigned duties
- with the patron’s consent
- pursuant to a subpoena, court order, or other lawful legal process
- as otherwise required by law

The Library will not release confidential patron information to law enforcement agencies, government entities, private organizations, or individuals except as permitted or required by law.

Requests for patron information from law enforcement or government agencies shall be referred to the Library Director or designee for review and response in accordance with applicable law and Library procedures.

Patron Records and Borrowing History

The Library collects and maintains only the information necessary to provide library services. Information related to currently borrowed materials, holds, fines, account activity, and use of library services is treated as confidential. The Library seeks to limit the collection and retention of personally identifiable information to that which is reasonably necessary for library operations and services.

Borrowing histories for returned materials are not retained unless a patron voluntarily chooses to enable an optional reading history feature within their library account.

Library records and electronic data shall be retained and disposed of in accordance with applicable records retention requirements and Library procedures.

Parents and Guardians

Under New York State confidentiality law, library records relating to a minor's use of the library are protected. Parents or guardians who sign for a child's library card acknowledge that the Library may be legally prohibited from disclosing specific borrowing information without the consent of the cardholder, except as otherwise permitted by law.

Library Communications

The Library may use patron contact information to communicate about:

- account notices and library services
- programs and events
- library news and updates
- fundraising or advocacy activities conducted in partnership with the Friends of the Library

Patrons may opt out of promotional or marketing communications at any time, except for notices related to account administration or library operations.

The Library does not sell, lease, or otherwise distribute patron personal information to outside parties for commercial purposes.

Friends of the Library

The Friends of the East Greenbush Community Library may, at times, receive limited patron contact information approved by the Library for library-related communications or fundraising activities. Only the minimum necessary information will be shared.

Patrons may request that their information not be shared with the Friends group for these purposes.

Website and Digital Privacy

The Library's website may collect limited non-personally identifiable information, such as:

- browser type
- device information
- pages visited
- date and time of access
- general usage statistics

This information is used solely to improve website functionality, evaluate usage, and support library operations.

The Library does not intentionally collect personally identifying information from website visitors unless voluntarily provided by the user.

Public Computers and Internet Use

Search histories, browsing activity, and other usage data from public computers are not retained as part of a patron's library account.

When functioning properly and used as directed, public computer sessions are cleared between users to help protect patron privacy. However, users should be aware that absolute privacy cannot be guaranteed when using shared or public technology.

While the Library takes reasonable steps to protect user privacy, electronic communications and Internet activity may be subject to interception, monitoring, or unauthorized access beyond the Library's control

Wireless Network

The Library provides public wireless access as a convenience to patrons. Wireless communications are not secure and may be vulnerable to unauthorized access. Patrons use the wireless network at their own risk.

Third-Party Services and Databases

The Library provides access to third-party databases, digital platforms, applications, and external websites. Some services may require a library card number or other authentication credentials.

While the Library strives to work with vendors that value user privacy, third-party services operate under their own privacy policies and terms of service. Patrons are encouraged to review those policies independently.

The Library is not responsible for the privacy practices of external websites or services not operated by the Library.

Email, Forms, and Reference Inquiries

Information voluntarily submitted through online forms, email communications, program registrations, newsletter subscriptions, or reference inquiries may be retained only as long as reasonably necessary to provide services, maintain operational records, or comply with legal requirements.

Such information will be treated as confidential library information to the extent provided by law.

Security Cameras

The Library may use security cameras in public areas of library property for the protection of patrons, staff, collections, buildings, and equipment.

Recorded footage is not continuously monitored and will only be accessed by authorized personnel for legitimate safety, security, or law enforcement purposes in accordance with applicable law and Library policy.



You Belong Here

518-477-7476 | eglibrary.org

Payment Information

The Library does not retain full credit card information following payment transactions. Payment processing may be handled by third-party vendors subject to their own security and privacy standards. See the Library's Credit Card Transactions Policy for further details.

Data Security and Limitations

The Library makes reasonable efforts to safeguard patron information and maintain appropriate administrative, technical, and physical security measures. However, no system can guarantee absolute security.