



POLICY

Date Created: May 28, 2008
Revised: March, 2024

Date Approved: June 23,
2026

Confidentiality of Library and Patron Records

The Newburgh Free Library's commitment to privacy and confidentiality has deep roots not only in law, but also in the ethics and practices of the library profession.

In accordance with the American Library Association's Code of Ethics:

"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."

At the state level, New York State Law NY CPLR § 4509 states:

"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."

This policy outlines how the Newburgh Free Library works to maintain patron privacy, which is essential to the exercise of free speech, free thought, and free association.

GUIDELINES

1. Protected information includes, but is 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, and the use of audio-visual materials, films, sound recordings, computers and wireless networks.
2. All library employees are advised such records shall not be made available or disclosed to any persons or entity, including any agency of state, federal, or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power, or as otherwise required by statute.
3. Notwithstanding anything above to the contrary, such records may be disclosed to the extent necessary for the proper operation of the library (as shall be determined by the Library Director) and upon the consent or request of the library user identified by such records.



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SECURITY CAMERAS

The Library uses security cameras to ensure the physical security of its property, staff and patrons. Cameras will not be installed in areas where staff and public have a reasonable expectation of privacy, such as restrooms. Recorded digital video images may contain personally identifiable information about an individual who has used any library service or borrowed any library materials ("patron information"), and will be accorded the same level of confidentiality and protection provided to library users by New York State Law.

Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property, or actions considered disruptive to normal library operations.

RECORD RETENTION AND DISPOSITION

Library records are retained and disposed of in accordance with the *Retention and Disposition Schedule for New York Local Government Records (LGS-1)*.

LAW ENFORCEMENT REQUESTS

Library records containing personally identifiable information are confidential and shall not be disclosed, except as required by law. The Library Director or their designee shall be responsible for handling all law enforcement or similar requests to obtain confidential information held by the Library.

Staff members understand and seek to protect privacy rights at all times. Staff members approached by a law enforcement officer or anyone who requests information about another person's library use shall refer all inquiries to the Library Director or their designee.

PUBLIC COMPUTERS AND WIRELESS NETWORK

The library does not keep a record of your activities on any public computer or on our wireless network. Any record of browsing history and activities on our public computers or wireless network are removed when you log out or disconnect. Information about your public computer reservation (library card number, computer number, reservation time, and session duration) is



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purged at the end of each day.

The library is not responsible for the privacy and security practices of non-library websites. Computer users should review each site's policies and security practices and take other reasonable precautions when disclosing private information.

THIRD-PARTY VENDORS

The library works with third-party vendors to provide online learning, digital collections, streaming media content, analytics, and more. When you leave the library website, your interaction with these systems will be governed by their individual privacy policies. Some of these vendors may collect and share information you provide to them or require you to create a personal account in order to use their services. Check the vendor's privacy statement and terms of service to learn more about how your data is tracked, stored, and used by them.

LIBRARY USE OF EMAIL

The Library requests email contact information in order to provide information about the Library's services, upcoming events, as well as reminders about checked out materials. Any cardholder can decline to receive emails from the library at the time of registration, at a later date by contacting the Library, or by unsubscribing directly.

STAFF TRAINING

The Library Director will develop trainings for staff to ensure consistency in implementing this policy.