

## Privacy and Confidentiality of Library Records

### **Purpose**

The Albany Public Library respects the privacy and confidentiality of all library customers regarding information related to the use of the Library.

### **Policy**

Under State law, library records which contain names or other personally identifying details regarding the users of public libraries, 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.

The Executive Director or his/her designee is the sole library representative authorized to receive and comply with requests for those library records which are protected by law. Library staff and volunteers are required to refer any requests for records or information relating to records to the Executive Director or his/her designee. The Albany Public Library does not make library records available to any person or any agency of state, federal, or local government unless a subpoena, warrant or court order is issued pursuant to law. Before complying with any such requests, the Library's legal counsel is consulted to determine the proper response.

### **Use of Information in Connection with Other Programs, Services and Activities**

The Library compiles aggregate demographic data related to our users to better manage our services. In addition, like other similar organizations, the Library collects certain personally-identifiable information about our patrons, customers, donors, and friends for purposes related to our mission. For example, information is obtained from online transactions such as purchases, registrations, or contributions as well as responses to our e-newsletters and email communications. (In order to help us to better tailor our services and offerings, APL collects limited information about user click-throughs, in connection with our e-newsletters and certain email communications.) This information may be used to send our customers/patrons information about various programs and services offered by APL as well as other initiatives and information. Should a customer ever wish to stop receiving any particular type of communication, please either click the unsubscribe link at the bottom of the email you received or contact [Opt-Out@albanypubliclibrary.org](mailto:Opt-Out@albanypubliclibrary.org).

APL will sometimes send requests to support the library to people who have expressed interest in the Library's programs or services. In order to ensure the most efficient use of APL fundraising dollars, we use third party vendors to make sure the contact information we have for our users is current and to determine which users are most likely to provide support. Information about our donors is never sold or rented to other organizations.

### **Third-Party Partners**

The Library has teamed up with reputable third-party partners in order to provide certain services to its users. The information customers submit to the Library may be provided to those third parties so that they can assist us in providing certain services (such as the delivery of eBooks, electronic magazines or the collaborative features of APL's online public access catalog and activities that require us to maintain databases and/or process credit card transactions and donations). In cases where users leave the Library's website to visit one of its partners' websites, users are encouraged to become familiar with the privacy policies of the websites they visit.

**Security**

The Library has physical, electronic, and managerial measures in place to prevent unauthorized access to the information we collect.

Inquiries regarding this policy or requests for a printed copy should be directed to:

Executive Director, Albany Public Library, 161 Washington Avenue, Albany, New York, 12210, (518) 427-4300.

**Responsibility**

The Executive Director is responsible for compliance with this policy.

**Procedure**

As outlined above

**Approved**

April 2014 (Reviewed on May 2015, September 2017)

**Review Date**

September 2019