Massena Public Library

Confidentiality of Library Records Policy

The Massena Public Library is committed to protecting the confidentiality of its patrons. The Library supports and complies with the New York State law governing the confidentiality of library records, Civil Practice Law and Rules (CPLR) §2307 and §4509. Section 2307 requires that a subpoena served on a library must be issued by a Justice of the Supreme Court in the library's district, and §4509 provides as follows:

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.

Records Considered Confidential
This Confidentiality of Library Records Policy extends to information sought or received, and materials consulted, borrowed, acquired or transmitted, and includes database search records, circulation records, interlibrary loan records, video footage and other personally identifiable uses of library materials, facilities or services.

Release of Library Records
Pursuant to these CPLR Sections, library records will not be released except pursuant to a proper judicial subpoena or court order which specifically identifies the information requested and the purpose for the request, or where otherwise required by law. Such disclosures, required by law, may be made only by the Director in consultation with the Library attorney.

Record Retention
The Library collects only the patron information needed for proper Library operations. Personally identifiable information is only kept as long as needed following the Record Retention Policy. Some types of personal information needed for the functioning of the library are: name, date of birth, address, telephone number, e-mail address, library barcode number, and lists of materials currently checked out, requested or overdue, and information related to fines. Records of computer use are only kept long enough to tabulate total usage statistics and if they are not needed longer to comply with the Record Retention Policy, are destroyed.

Library Use of Records
These records may be consulted and used by library staff while carrying out library operations and may be disclosed to the extent necessary for such operation. Records shall be disclosed

upon request or consent of the user.

Authorization for Others to Use Library Card

Patrons should keep their Library cards secure and not allow others access to their cards or Library accounts. If a patron wishes another person to use their Library card, the patron should sign a Library Card Use Authorization Form allowing account access to specified individuals. Library Card Use Authorization Forms will be kept on file by Library staff for reference and a note will be added to the authorizing patron's account. The authorizing patron is responsible for all materials checked out using that patron's Library card.

Third Party Vendors

The Massena Public Library purchases access to services such as online databases and electronic books from third-party vendors for use by patrons. These third-party vendors are reputable partners and may collect personal information to provide certain services to its users. The information patrons submit may be provided to those third parties so that they can assist the Library in providing certain services. The Library encourages all patrons and staff to be aware of the privacy policy of any online service they choose to use, including those provided by the Library through third-party vendors.

This policy was adopted by the Massena Public Library Board of Trustees on May 13, 2025.

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Library Card Use Authorization Form

The Massena Public Library is committed to protecting the confidentiality of its patrons in their use of Library services, as stated in the Confidentiality of Library Records Policy. However, to facilitate access to materials and services, a patron may wish to allow another to use their Library card. To do so, the patron must sign this Library Card Use Authorization Form granting another person permission to use their Library card. This applies only to Massena Public Library issued cards. The authorizing patron is responsible for all materials checked out using that patron's Library card. This Library Card Use Authorization Form will remain on file at the Massena Public Library and authorization noted in the patron's account until such time as the patron may wish to revoke such authorization.

I hereby grant the following person authorization to use my Massena Public Library card.

Name _____

Signature _____

Address _____

Phone Number _____

Email Address _____

Name of Person Granted Access _____

Date _____

I hereby revoke authorization for the above-named person to use my Massena Public Library card.

Signature _____

Date _____

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