



## **Crandall Public Library Privacy Policy**

Crandall Public Library (CPL) and its staff are committed to protecting your right to privacy when using library facilities and services. New York State law requires that we treat information about materials patrons check out and information accessed as confidential.

### **What information do we collect?**

The Library strives to collect the least amount of personally identifiable information we can. We avoid creating unnecessary records. We keep your information as long as required by NYS Retention Schedules. We do not engage in practices that might place your information on public view without consent.

You may choose to submit your personal information in order to use some library services. The personal information you give to the library is kept confidential. We will not sell, license, or disclose it to any third-party except those working under contract or as required by law.

We may collect the following personal information to access library services:

- Name
- Address
- Telephone Number
- Email address
- Date of Birth
- Library barcode number
- Items currently checked-out, requested, canceled holds, and interlibrary loans
- Overdue items (until returned)
- Fine history
- Sign-up information for library classes and events

The Library does not keep a record of your reading history beyond operational requirements. Once you return an item, it is removed from your account. You may choose to turn on the reading history feature in your online account to keep a log of items you check out. Items with late fees will remain on your account until paid. Third-party vendors may keep a record of your borrowing history.

We use Google Analytics to collect data about the use of our website. We use this information to make improvements on our website and to track trends. Your personal information (name, address, etc.) is

not tracked. Whenever possible, we will not track patrons who have enabled the Do Not Track option in their browsers.

Our website collects the following data:

- Browser type
- Anonymized internet address
- Operating system type
- Web address of the page from which you linked to our site
- Device
- Network service provider
- Interaction data

Any personal information given in email messages, web forms, in-person or telephone reference, or other communications is used only for the purpose for which you submitted it.

Radio Frequency Identification (RFID) technology is used to check out library materials, keep a record of the library collection, and secure the collection from theft. RFID tags attached to items only contain the barcode number of the item. No personal library patron or transaction information is on the RFID tag.

#### **Who has access to my information?**

All library patron records are confidential. Library records may only be disclosed to:

- Library staff performing job duties
- Cardholders upon proof of identity
- Parents or guardians of minor children (limited access)
- Anyone with written consent of the cardholder (limited access)
- Under court order or subpoena

If the library cardholder is under the age of 18, the parent or guardian listed in the library record may only be given limited information about that child's record. Proof of the parent or guardian's identity is required through photo identification. Library staff will only tell patrons the number of books checked out, due dates, and fines owed.

You can gain access to another patron's record through written consent of the cardholder. Information given is limited to the number of items checked out, due dates, and fines owed. No additional information will be given.

All library patrons can view and update their personal information. This can be done online or in person. Proof of your identity through photo identification is required to update information in person. A PIN is required to change this information online.

#### **How do we protect the privacy of minors?**

We respect the privacy of all library patrons, no matter their age. Parents or guardians of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

The Children's Online Privacy Protection Act (COPPA) regulates online collection of information from children under the age of 13. CPL does not knowingly collect information from children under the age of 13 on our website.

### **Our website and public computers**

- HTTPS
  - The Library's website (<https://www.crandalllibrary.org/>) and its event calendar (<https://crandall.librarycalendar.com>) are encrypted with HTTPS. All communications between your browser and the library website are private.
- Cookies
  - A cookie is a small file sent to the browser by a website each time that site is visited. Cookies are stored on your computer and can transmit personal information. Cookies are used to remember information about preferences on the pages you visit.
  - You can refuse to accept cookies, disable cookies, and remove cookies from your hard drive. However, this may result in a lack of access to some library services. Our library servers use cookies to verify that a person is an authorized user. This allows you access to licensed third-party vendors and to customize webpages to your preferences. Cookies obey the privacy settings that you have chosen in your browser. We will not share cookie information with external third parties.
- Data & Network Security
  - The Library uses software programs that monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. No other attempts are made to identify individual patrons or their usage habits.
- Public Computers, WiFi & Connected Devices
  - The Library does not keep a record of your activities on any public computer or laptop. All record of browsing history and activities are removed when you log out. The next patron cannot see any of your information.
  - All personally identifiable information is purged immediately upon the end of your public computer session. An anonymous log is created that includes only the computer terminal number, reservation time, and duration of the session. These anonymous reservation statistics remain in the system for twelve months.

### **Third-party vendors**

The Library enters into agreements with third-parties to provide online services, digital collections, streaming media content, and more. When using some of these services, you may also connect with social networks and other users.

Third-party vendors may collect and share your information, including:

- Personally identifiable information you knowingly provide. This includes: when you register for the site, provide feedback and suggestions, request information, or create shared content.
- Other information that could be used to identify you. This includes: your Internet Address (IP Address), search history, location-based data, and device information.
- Non-personally identifiable information. This includes: your ad views, analytics, browser information (type and language), cookie data, date/time of your request, demographic data, hardware/software type, interaction data, serving domains, page views, and the web page you visited immediately prior to visiting the site.
- Other data as described in the vendor's privacy policy and terms of use.
- For more information on these services and the types of data that is collected and shared, refer to the Terms of Use and Privacy Policies on the vendors' webpage. You may choose not to use these third-party vendors if you do not accept their terms of use and privacy policies. Please read them carefully.

We make reasonable efforts to ensure that the Library's contracts, licenses, and offsite computer service arrangements reflect our policies and legal obligations concerning patron privacy and confidentiality. Our contracts address restrictions on the use, aggregation, sharing, and sale of information, particularly about minors.

The Library expects vendors to:

- Follow all privacy related items in the vendor contract and licensing agreements.
- Conform to library privacy policies.
- Provide a product which complies with the Children's Online Privacy Protection Act.
- Refrain from collecting or sharing additional information about patrons, other than is needed for delivery of the library services provided.
- Have a publicly posted privacy policy.

Library patrons must understand when using remote or third-party vendor sites that there are limits to the privacy protection the Library can provide.

The Library also suggests links to external websites that are not under contract. You are not required to give these sites your library card or any other personally identifiable information in order to use their services.

*Adopted by the Crandall Public Library Board of Trustees December 3, 2025*