

## WESTCHESTER LIBRARY SYSTEM

### Trustee Meeting

June 30, 2020 – Approval Pending

#### REGULAR MEETING

The Regular Meeting of the Westchester Library System was called to order by Susan Morduch, President, at 6:03 p.m. via a virtual meeting. The quorum requirement was met with the following people in attendance:

Board Members present: Andrea Bober, Cathy Draper, Wes Iwanski, Maureen LeBlanc, Jonathan Marshall, Denise Matthews-Serra, Julie Mills-Worthey, Susan Morduch, Francis Okelo, Joseph Puglia, Sean Ryan, Edris Scherer, Karen Zevin

Board Members absent: Karen Kelley, Bernie Seiler

Also present from WLS were: Terry Kirchner, Francine Feuerman, Wilson Arana, Rob Caluori, Elise Burke

Guests: Elena Falcone, Joe Maurantonio, Allison Midgley

Dr. Morduch reminded all of the guidelines being followed for this first Zoom virtual meeting.

#### MINUTES

The minutes of the meeting of May 26, 2020, were discussed and approved with the following corrections:

Under Financial Reports, the second line of the second paragraph should read: WLS **did not lay laid** off any staff due to COVID-19 but filed for funds due to the uncertain status of both the State and County funds for 2020.

Under Action Item-Extension of Current Borrowing Facility, the first line should read: **Ms. Mills-Worthey** ~~An issue was raised~~ an issue regarding the fact that the board was asked to approve the extension of borrowing when no need is foreseen while WLS secured government funds based on the premise of an expected hardship that other community entities facing hardship were unable to secure. In the early stages of the pandemic and at the time the PPP application was submitted, WLS felt there was a need to be very cautious in moving forward as the possibility existed of severe cuts from both State and County funding and the length of time the pandemic would last was unknown.

Clarification was made that Ms. Mills-Worthey did not object to the filing for PPP funds but asked that details regarding justification be kept on record should the receipt of PPP funds be challenged in the future.

The 5/26/2020 minutes were approved with the corrections noted above on a motion by Ms. Mills-Worthey and seconded by Ms. Draper. The motion was approved unanimously. It was suggested for future meetings to have two parts to the minutes: 1) discussion of matters arising from the minutes and 2) vote of approval for the minutes.

## FINANCIAL REPORTS

The financial report through May 2020 was presented by Mr. Caluori. The status of the State and County funds was discussed. Ms. Draper noted that the possibility of a cut to NYS funds is very real due to the State's loss of revenue; and therefore, this year's budget is subject to adjustments by the controller. The CHAR500 and Form 990 were distributed to the Board. A few corrections were received and made, and both forms will be submitted to the State. The Board approved the May 2020 finances on a motion by Ms. Scherer, seconded by Ms. Mills-Worthey. The motion passed unanimously.

Dr. Kirchner announced that WLS Chief Financial Officer (CFO) Fran Feuerman will be retiring over the summer, and this will be her last Board Meeting. She was thanked for all that she has done for WLS. Mr. Caluori has been working with Ms. Feuerman to transition into this position. The Board approved a motion to express their appreciation for Ms. Feuerman's many contributions during her tenure on a motion by Mr. Okelo and seconded by Mr. Puglia. The motion was approved unanimously.

## INFORMATION ITEMS

**Revision of Bylaws:** Ms. Draper, Governance Committee Chair, noted that Article 1, Section 3 of the WLS Bylaws outlines term limits for Board Trustees, which was effective January 1, 2008, and pertained to those Board Trustees that were in active service prior to 2008 when the term limit provisions took effect. There are no longer any trustees serving on the Board for which this provision applies, rendering the language obsolete. The Governance Committee met on June 2<sup>nd</sup> to review and discuss the Bylaws and suggest the following revision to remove the obsolete provision in Article 1, Section 3:

*Section 3. ~~From January 1, 2008 forward, Trustees shall be limited to serving two consecutive five-year terms. For Trustees, who already were part of the Board prior to 2008, this limitation shall not include any previous terms served, excluding any partial term when a member is appointed to fill a vacancy in an unexpired term.~~*

**New Information Security Policy & Related Policy Revisions:** When the NYS SHIELD (Stop Hacks and Improve Electronic Data Security) Act became effective on March 21, 2020, organizations are required to have a policy in place to address how suspected and confirmed information breaches are addressed based on the size of the business whether a business holds personal versus private information, mandating measures for holders of private information. WLS is defined as a small business under this law and a holder of private information due to the nature of online account access for library cards. Along with the new policy needed for the NYS SHIELD Act, two existing WLS Policies (WLS Electronic Data and Telecommunications Policy #4 and the Privacy Policy #11) are in need of revisions to reflect current practice and align them with the new Information Security Policy. This includes revision to the application of Policy #4 to delete customers (which includes the member libraries), since this policy deals mostly with WLS staff, and a change in Policy #11 to reflect that it is the responsibility of the patron to become familiar with privacy practices because WLS now contracts with third-party providers for most electronic resources that patrons consume and an informational privacy page was added to the WLS website. The Governance Committee discussed this new policy and policy revisions at their June 2<sup>nd</sup> meeting; and the new Information Security Policy and both

policy revisions (see attached) were distributed to the Board per standard procedures, one meeting in advance of when the official approval will be sought. Further discussion took place, and a suggestion was made for further clarification of the terms “data” and “files” in the first paragraph of Policy #4. Ms. Draper will work with Mr. Caluori on this wording, and trustees were asked to forward any additional comments to Ms. Draper prior to the next regularly scheduled Board meeting to be held in September 2020, when the policies will be voted on.

## **PRESIDENT’S REPORT**

Dr. Morduch noted that Mr. Iwanski was asked to lead the WLS IT Audit Group along with Mr. Ryan, Edris Scherer, Karen LaRocca-Fels, Andrew Farber, Dr. Kirchner and Mr. Arana. The network audit is coming to a close, and the VDI audit is hoping to be completed by next week.

In follow-up to two ideas presented at the previous meeting, Dr. Morduch noted that board presentations by member library board presidents would begin when in-person meetings are once again allowed and procedures for handling the board restricted fund will be discussed by the committee who handles that--either Governance Committee (Ms. Draper, Chair) or the Budget Committee (Ms. Scherer, Chair). Anyone interested in being part of that group or with particular questions should let Dr. Morduch or the committee chairs know.

## **COMMITTEE REPORTS**

***Nominating & Board Development:*** Ms. Zevin, Chair, noted that the terms for Ms. Bober (District 10), Ms. Mills-Worthey (District 13) and Mr. Ryan (District 5) are ending as of 12/31/2020. Mr. Ryan has indicated that he will be stepping down, and a replacement will need to be found. Anyone with suggestions for a new candidate should let Ms. Zevin know. A new guide was created for new WLS trustees and is on the Google drive. Each Standing Committee Chair was asked for a paragraph regarding their committee’s mission for the new guide. The final version is expected by the Fall.

## **EXECUTIVE DIRECTOR'S REPORT**

A copy of the Executive Director's Report was mailed in advance of the meeting.

Dr. Kirchner noted that WLS and the member libraries have done a great job during the COVID-19 pandemic, especially in light of a lot of ambiguity. PLDA held weekly online meetings to work together on transitioning to contactless library service as well as virtual programming. The importance of the ILS and online catalog has been highlighted during this time; and Mr. Arana, Allison Midgley and Lindsay Stratton worked very hard to get the system operating in a whole different world. Zoom training was in big demand. WLS Board support helped create an infrastructure that made it possible to work in this hybrid environment and assist the member libraries in their own initiatives. There are currently 33 libraries offering “curbside” pickup, with 5 libraries allowing the public into their buildings and 11 others to start in July. The importance of the Integrated Library System (ILS) was highlighted. Resource sharing has been one of the key strengths, and resumption of delivery to all libraries will begin July 1<sup>st</sup>. A number of trustees shared feedback from their represented libraries about WLS services during this time.

A statement of support was uploaded to the website condemning both the recent violence and the systemic injustice against Black people and people of color in the United States. While the statement did not specifically mention Black Lives Matter, the affirmation had been written in a joint effort with PLDA and in solidarity with the New York Black Librarians Caucus (NYBLC) and the Black Caucus of the American Library Association (BCALA).

As re-opening continues, libraries have been encouraged to consider what library service in the future will look like and what can be done differently to accomplish their goals. A lot has been learned in the past few months, and libraries are in a better position with plans that include stages to handle possible closings due to virus spikes. Ms. Mills-Worthey asked what is known about the public's response to the services now being supplied in response to COVID-19 and whether any evaluation data is being gathered in a comprehensive way to assess the switch to digital access away from hard materials. At this point, only anecdotal information is being collected. With the closure of library buildings to the public, some libraries increased outdoor WiFi access points to cover parking lots. The New York State Library is looking into building a statewide resource to identify local library locations and the access provided at each.

A document detailing the accounts receivable aging for IT Services was reviewed and discussed. Not many libraries are delinquent, and Dr. Kirchner will gather more information in order to determine if a general policy regarding late payments by member libraries needs to be implemented.

## **OTHER**

Ms. Scherer has been attending a small group of northern Westchester directors, which has been a very productive and helpful format to discuss common issues in a more comfortable setting versus a Zoom meeting with many attendees.

## **ADJOURNMENT**

Having completed its agenda, the Board adjourned its meeting at 7:40 p.m. on a motion by Ms. Scherer and seconded by Ms. Zevin that passed unanimously.

Respectfully submitted,



Elise Burke  
Recording Secretary

# WESTCHESTER LIBRARY SYSTEM

## PREAMBLE

The Board of Trustees of the Westchester Library System (WLS), hereafter designated as the Board, a corporation created by a charter granted by the University of the State of New York, November 21, 1958, hereby enacts the following Bylaws.

## STATEMENT OF PURPOSE

WLS is a cooperative public library service agency having as members the 38 public libraries in Westchester County. The mission of WLS is to ensure that all residents have seamless access to excellent library service throughout Westchester County. WLS shall serve as a center of innovation for the Westchester County library community. WLS shall provide model programs, affordable and easy-to-use information technology and support services that enable libraries to continuously improve service to their communities.

## BYLAWS

### Article I. TRUSTEES

*Section 1.* The WLS Board is composed of 15 trustees, each of whom is elected for a term of five years. To ensure continuity, three Trustees are elected each year. The Appendix to these Bylaws lists the 15 library districts which the WLS Trustees represent.

*Section 2.* The principal responsibilities of the Trustees shall be to appoint an Executive Director for the Westchester Library System, to discharge fiscal responsibility for the System, and to promote public library service in Westchester County. The Trustees also shall act as liaisons between the System and their respective library districts and shall become well-informed about the issues and concerns of their respective libraries by remaining in contact with the local Board(s) of Trustees and Director(s).

*Section 3.* ~~From January 1, 2008 forward, Trustees shall be limited to serving two consecutive five-year terms. For Trustees, who already were part of the Board prior to 2008, this limitation shall not include any previous terms served.~~ excluding any partial term when a member is appointed to fill a vacancy in an unexpired term.

*Section 4.* Any vacancy on the Board shall be filled, for the balance of the unexpired term, by the Board on the recommendation of the area which nominated the original incumbent.

*Section 5.* Attendance at meetings is a prerequisite for continued service as a Trustee. Three or more absences during a calendar year shall be considered grounds for requesting replacement of the Trustee. The decision to replace a Trustee who has three or more absences during a calendar year shall rest with the member library or libraries comprising the library district represented by that Trustee.

*Section 6.* A Proxy may attend Board meetings from time to time, but may not vote in place of the absent member.

## **ARTICLE II. OFFICERS**

*Section 1.* The officers of the System shall be as follows: President, Vice-President, Secretary, and Treasurer.

*Section 2.* The President, Vice-President and Secretary shall be elected annually by the Board from its membership.

*Section 3.* The Treasurer shall be appointed by the Board but need not be a member of the Board.

*Section 4.* The term of office of all elected officers shall be one year.

*Section 5.* No member of the Board may serve as President for more than two consecutive years.

## **Article III. DUTIES OF OFFICERS**

*Section 1.* The President shall preside at meetings of the Board and System. The President shall be authorized to sign checks in payment of obligations of the System as approved by the Board of Trustees.

*Section 2.* The Vice-President shall preside at meetings and shall perform the other duties of the President in the absence or disability of the President. The Vice-President shall be authorized to sign checks in payment of obligations of the System as approved by the Board of Trustees.

*Section 3.* The Secretary shall have charge of the records of the System and shall keep the minutes of its meetings. The Secretary shall be authorized to sign checks in payment of obligations of the System as approved by the Board of Trustees.

*Section 4.* The Treasurer shall have charge of the funds of the System insofar as may be allowed by law. The Treasurer shall be authorized to sign checks in payment of obligations of the System as approved by the Board of Trustees. The Treasurer shall make monthly reports to the Board and such other reports as may be required from time to time. The Treasurer shall attend all meetings of the Board but if not a member of the Board, shall have no vote.

*Section 5.* The four officers of the Board, and the immediate Past President, who are Trustees shall comprise the Executive Committee. The Executive Committee shall perform such duties as are delegated to it by the Board of Trustees, and consult with the Executive Director as necessary between Board meetings, as appropriate.

*Section 6.* In addition to the foregoing duties, each officer shall have the authority and perform such duties as may be conferred upon the position by the Board.

#### **Article IV. DUTIES OF THE EXECUTIVE DIRECTOR**

*Section 1.* An Executive Director shall be selected by the Board of Trustees to serve as the Chief Executive Officer of the Westchester Library System.

*Section 2.* The Executive Director shall have overall responsibility for and supervision of the Library System, performing such duties as are usually required of Library System Directors under State law and regulation, within the framework of the policies and objectives established by the Board. The Executive Director shall also perform such other duties as the Board may direct.

*Section 3.* The Executive Director shall attend all meetings of the Board (or designate a representative in exceptional circumstances in case of his or her absence). The Executive Director may take part in the deliberations, but shall have no vote. The Executive Director shall submit to the Trustees an annual report as to the progress and condition of the System during the current year, accompanying the same with recommendations and suggestions as may seem to be expedient. The Executive Director shall be authorized to sign checks in payment of obligations of the System as approved by the Board of Trustees.

#### **Article V. MEETINGS**

*Section 1.* The regular meetings of the Board shall be held on the last Tuesday of each month at a time and place determined by the Board. A quorum shall consist of a majority of the Board members entitled to vote. If it is known in advance that a quorum will not be present at a regular meeting, the meeting may, at the discretion of the President, be held at a time at which a quorum can be present.

*Section 2.* The annual meeting of the System, time and place to be determined by the Board, shall be for the purpose of re-electing or electing new Board members, reviewing the minutes of the previous year's annual meeting of the System and receiving the annual report of the Executive Director, and considering any other business that may properly come before an annual meeting of the System.

*Section 3.* Special meetings of the Board may be called by the President, or upon request of five Trustees, for the transaction of such business as may be stated in the call.

## **Article VI. COMMITTEES**

*Section 1.* The Board may designate Standing Committees and delegate to them the necessary powers to conduct their duties.

*Section 2.* Special Committees may be appointed by the President to conduct special tasks and upon completion of their assignments Special Committees will be dissolved.

*Section 3.* At the discretion of the Board, Standing and Special committees may be added or dissolved.

## **Article VII. AMENDMENTS**

*Section 1.* Alterations, amendments or additions to these Bylaws, or the repeal of any thereof, may be made by majority vote of the Board at a regular or annual meeting, provided the changes shall have been submitted at an earlier regular meeting of the Board and a copy of the proposed changes sent by email or postal mail to each Board member at least ten days prior to the meeting at which the vote is to be taken.

*Adopted November 25, 1958*

*Revised November 24, 1959*

*Revised December 27, 1960*

*Reaffirmed after Review, September 26, 1978*

*Revised November 24, 1987*

*Revised May 31, 1988*

*Revised October 30, 2001*

*Revised January 29, 2008*

*Revised December 9, 2008*

*Revised April 26, 2016*

*Revised January 29, 2019*



**APPENDIX**  
**WESTCHESTER LIBRARY SYSTEM**  
**DISTRICTS**

**DISTRICT I**

Croton  
Montrose  
Yorktown

**DISTRICT II**

Briarcliff Manor  
Ossining  
Tarrytown

**DISTRICT III**

Bedford Hills  
Chappaqua  
Katonah  
Mount Kisco

**DISTRICT IV**

North Salem  
Somers  
South Salem

**DISTRICT V**

Armonk  
Bedford Village  
Mount Pleasant  
Pound Ridge

**DISTRICT VI**

Ardsley  
Dobbs Ferry  
Greenburgh  
Hastings  
Irvington

**DISTRICT VII**

Harrison  
Purchase

**DISTRICT VIII**

Larchmont  
Mamaroneck  
Scarsdale

**DISTRICT IX**

Bronxville  
Eastchester  
Pelham  
Tuckahoe

**DISTRICT X**

Port Chester  
Rye Brook  
Rye City  
Rye Town

**DISTRICT XI**

White Plains

**DISTRICT XII**

Peekskill

**DISTRICT XIII**

Mount Vernon

**DISTRICT XIV**

New Rochelle

**DISTRICT XV**

Yonkers

**Subject:** Data Security Program, Safeguards and Policy

**Application:** Employees, trustees, customers, consultants, contractors, vendors and visitors

**Purpose:**

In order to maintain a secure operating environment that safeguards private data of both patrons of Westchester Library System (WLS) member libraries and WLS employees, the following policy will address:

- Scope of WLS' information security role regarding the NYS SHIELD Act
- Roles within WLS that function to maintain information security
- Definition, inventory and limits on data stored in WLS systems

**Scope of Policy:**

The NYS SHIELD Act which took effect in March 2020 changes how businesses respond to both potential and confirmed data breaches on electronic systems.

WLS, having less than 50 total employees, is defined as a “small business” by the NYS SHIELD Act. As a small business WLS must adopt a security program with “reasonable administrative, technical and physical safeguards that are appropriate for the size and complexity of the small business, the nature and scope of the small business’s activities, and the sensitivity of the personal information the small business collects from or about consumers.”

The scope of data covered under this policy is limited to “private data” as defined in NYS General Business Law 899-bb2(b) and 899-aa (1) (a) and (b).

**Roles:**

The senior information technology (IT) employee at WLS will serve as the Data Security Coordinator. The Data Security Coordinator, or their appointee, will be responsible for implementing data safeguards for member library data held on WLS systems. The Data Security Coordinator will report directly to the Executive Director in all matters relating to the data security program regardless of direct reports defined in their job description.

The Data Security Coordinator will further develop and maintain an inventory of all private information as defined in the scope section of this policy. The inventory will include the data point, storage location and users impacted in the event of a breach or potential breach. The portion of the inventory impacting public users (library patrons) is to be posted on the WLS website Privacy Page. The inventory and public posting are to be updated no less frequently than annually.

The WLS employee charged with managing Human Resources data is responsible for implementing the safeguards as it relates to data about WLS employees.

**Access Control:**

The NYS Office of the State Comptroller (OSC) guidelines will serve as the primary source for

best practices. Any WLS system that stores data safeguarded under this policy must comply with the OSC guidelines for IT Governance regarding access control including, but not limited to:

- “A review of all system accounts [will] be periodically conducted and any account that cannot be associated with an authorized user or application [will] be disabled.”
- “Each user should have his or her own user account (username and password)”
- Passwords will be maintained with length, complexity and history requirements set by the WLS IT Department in alignment with the OSC guidelines.

The entire OSC guide on IT Governance can be found here:

<https://www.osc.state.ny.us/localgov/pubs/listacctg.htm#lgmg>

**Data Stored on WLS System by Member Libraries:**

WLS maintains two systems that have the potential to store data safeguarded under this policy:

- Shared Library Management System (LMS)
- File servers

*Shared Library Management System (LMS)*

The LMS is used to manage patron accounts for the lending of physical materials and patron user account authentication for access to electronic resources. The following chart defines patron data points specifically authorized for and barred from use on the LMS:

Authorized Data	Unauthorized Data
<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Telephone number</li> <li>• Email address</li> <li>• Date of birth</li> <li>• Library card number</li> <li>• Account PIN or password</li> <li>• Reserve and transaction data</li> </ul>	<ul style="list-style-type: none"> <li>• Social Security ID number</li> <li>• Driver’s license or non-driver ID number</li> <li>• Credit/debit card number</li> <li>• Bank account number</li> <li>• Biometric information including photos</li> </ul>

WLS recognizes the username or e-mail address in combination with PIN or password used to access a patron’s online account constitutes private information protected by the NYS SHIELD Act. Should this information be breached or suspected of being breached, WLS will change the user password for each account. The new password will be communicated to each patron via email along with notification of the breach or potential breach.

*File Servers*

WLS provides member library access to file servers. These file servers store the data in users’ “My Documents” folders as well as file shares for each library. Under this policy the use of these file server services by any member library for the purpose of storing any data that is defined as “private data” referenced in the “scope” section of this policy is unauthorized.

Upon adoption of this policy and annually thereafter, member libraries will be notified of the data points specifically unauthorized and notified to take action to remove these data points from

the LMS and file servers if presently in use. The notification will further inform the library that any unauthorized data stored in the LMS and on file servers is done so at the sole liability of the member library.

*Data Minimization for Member Libraries*

Data minimization in this regard refers to reducing the amount of private data as defined by the NYS SHIELD Act stored in electronic form on these systems.

It is generally accepted that libraries use one or more of the unauthorized data points to eliminate duplicate registrants, to verify residency or other registration purposes. The intent of this policy is not to dissuade a library from continuing to use these data points for that purpose, but rather to ensure that the library will not store it in the shared LMS and create a point of compliance.

It is further recommended that member libraries take inventory of all private data stored in any other electronic systems and to implement practices of data minimization to reduce the impact of NYS SHIELD Act compliance in the event of breach or potential breach on any system used by the member library.

**Data Stored on WLS Systems for Internal Human Resource Management:**

WLS stores multiple instances of data defined as private information protected by the NYS SHIELD Act for the purpose of managing human resources as both active personnel and retirees. This data includes, but is not limited to, Social Security ID numbers and bank account information. WLS will follow the OSC guidelines for securing access to these information resources.

Should a breach or potential breach occur, employees and/or retirees whose data may have been impacted by such a breach will be notified of such compromise by hand-delivered letter with acceptance acknowledgement or certified mail with return receipt.

*Data Minimization*

Human resources staff will make every effort to practice data minimization. In this context data minimization refers to keeping as few electronic records as possible that contain data points defined as private as referenced in the scope section of this policy.

*Internal Compliance Audits*

The Data Security Coordinator or their designee shall be granted access necessary to conduct periodic reviews, to take place no less frequent than annually, to ensure compliance with the access control guidelines set forth by the OSC and the data minimization guidelines herein.

**Subject:** Electronic Data and Telecommunication

**Application:** Employees, consultants, contractors, temporaries, ~~vendors, visitors~~

Westchester Library System's (WLS) electronic communication systems, such as computers, ~~accessing the internet~~Internet access, ~~voicemail,~~ email, and telephone systems are made available to all employees to carry out legitimate business of WLS. All ~~communication and information transmitted by, received from or~~ data stored in these systems are the property of WLS with the exception of licensed programs and files which are the property of their respective owners. ~~and all~~All communications are subject to review. Therefore, users of WLS's electronic communications systems, with the exception of library patrons, have no expectation of personal privacy. The privacy of library patrons ~~is not within the scope of this policy.~~ In the context of this policy "employee(s)" shall mean any full-time, part-time, per diem, temporary, volunteer employee or any person(s) or vendor(s) engaged in a contract with WLS using WLS electronic communication systems. ~~will not be violated by WLS unless it receives a valid legal or regulatory request and even then WLS will to the extent possible notify the patron and legally resist to the extent appropriate.~~

WLS may access its electronic communications systems and obtain the communications of employees within the systems, including Internet usage. Except in circumstances when the Executive Director believes that prior notice will result in a loss of data, WLS will provide notice to any employee prior to accessing records of his or her electronic communications if the reason for obtaining such access is to determine if the employee has violated WLS policy or law. WLS may obtain such access without notice in order to maintain the system or in the case of an emergency or to comply with a valid legal and regulatory order for information; or to ensure that WLS's operations continue appropriately during an employee's absence.

~~Only software and hardware approved by, purchased and installed by WLS are permitted.~~ WLS employees are encouraged to seek out and test solutions, including open-source software, to meet organizational needs. The Information Technology (IT) department is to be consulted before the adoption of any new software for production use. Further, unauthorized duplication of copyrighted computer software or any violation of federal copyright laws is strictly prohibited.

WLS's policy prohibiting harassment applies to the use of its electronic communications systems.

~~Since e~~Electronic communication systems are for business use only, these systems may not be used to solicit for religious or political causes, ~~outside organizations or other personal matters unrelated to WLS's business.~~

No one may access, or attempt to obtain access, to another individual's electronic communications without appropriate authorization.

Personal use of computer, telephone and Internet systems calls, both incoming and outgoing, are is permitted is use of the email system for personal emails if placed in a separate email folder marked personal provided. Such that usages may do not interfere with the employee's work or with availability of WLS systems and must be kept to a minimum and as short as possible. Users-Employees of telephone equipment should be aware that calls are usage, including email messages, is logged. Emails are also logged and saved. Email is discoverable and as such should be maintained in accordance with Policy #8 – Records Retention and Distribution and use of WLS emails systems for personal use should be avoided whenever possible.

WLS provides resources (e.g. cellular telephones and Internet connectivity) to employees for mobile and remote work. WLS recognizes that employees may use these systems for personal use and that such use, while subject to this policy, may be broader than is enforced for use of in-house systems. Employees will further be responsible for service overage costs on these resources if such costs are related to personal use.

Any employee found to have violated this policy will be subject to disciplinary action, including immediate termination of employment and based upon severity of violation WLS may pursue with possible criminal charges.

If there is any uncertainty regarding the electronic communications and telecommunications policy, employees should speak with the head of Information Technology or the Executive Director for further clarification.

*Last approved: May 26, 2015*

**Subject:** Privacy

**Application:** ~~Employees, consultants, contractors, vendors~~ Customers and visitors

The Westchester Library System (WLS) and its member libraries are committed to protecting the privacy of our staff, donors, customers and other external contacts. The WLS privacy policy defines our commitment not to collect any personal information about our users when ~~you~~ visiting our WLS websites or registering for a program or a library card unless you such users choose to provide such information. Any information you choose to provide will only be used to more effectively provide and better target library services throughout the County.

This confidentiality extends to information sought or received, materials consulted, borrowed, acquired; and includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

WLS places account information on the secure portion of its computer system. For this reason, patrons are asked to input their barcode number and PIN each time they want to access their account information on the website.

### **Cookies**

Users accessing the WLS or member library websites will need to enable cookies<sup>1</sup> in order to access a number of resources available through WLS. WLS's servers use cookies solely to verify that a person is an authorized user of library resources or to facilitate web site functionality. WLS server will not employ cookies for advertising or marketing.

### **Emails and Web Forms**

Identifying information that you provide by e-mails or web forms will be used only for such purposes as are described at the point of collection (for example on a web form), such as to send information or provide library services to you, update your membership record or to better target library services to meet constituent demands.

WLS or a member library may contact a patron to clarify a comment or question, to learn about your level of customer satisfaction with library services or to deliver information regarding a library card account. To do so requires contact information provided by the

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<sup>1</sup> A cookie is very small text file placed on your hard drive by a Web Page server. It is essentially your identification card, and cannot be executed as code or deliver viruses. It is uniquely associated with the computer on which it is placed.

patron. WLS will not use patron/customer emails for commercial purposes nor will it provide such information to external organizations.

### **Information Collected and Stored Automatically**

WLS does not collect information which identifies you personally. However, when a patron visits a WLS website to browse through the web site, read pages, or download information, certain information will be automatically gathered and stored about the visit to these pages:

1. The Internet domain (for example, "xcompany.com" if a private Internet access account, or "aschool.edu" if connected from a university) and IP address (an IP address is a number that is automatically assigned to a computer whenever it is connected to the Internet) from which access to the WLS web site is gained;
2. The type of browser and operating system used to access the WLS website;
3. The date and time of access to the website;
4. The pages visited and for how long; and
5. The address of the website from which the initial visit to the WLS or member library site was launched, if any.

WLS uses this information to help make its site more useful to visitors and to learn about the number of visitors to the site and the types of technology used. The data that is collected is not connected to a patron's personal information or identity.

### **Links to Other Sites**

WLS's websites contain links to other sites. WLS and our member libraries are not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. It is the patron's responsibility to become familiar with privacy practices of websites external to WLS, including linked sites.

Library users should be aware that WLS and its member libraries use third-party vendors to supply electronic services and content. Patrons that choose to use these services are responsible for making themselves aware of the privacy policies of these providers before and while using those services. WLS maintains a list of third-party service providers used by WLS that can be accessed through <https://www.westchesterlibraries.org/about-wls/patron-privacy/>.



### **Customer Circulation Records**

WLS member libraries use a computerized system to collect and track customer circulation records. Each Library maintains information provided by our customers from the registration form they complete when they register for a library card. When an item is checked out, that item is then tied to that customer's record in the WLS system. WLS and member libraries make every effort to break the link between a customer and their circulation activity as soon as possible. Records are maintained as needed to report anonymized statistics, collect debts and complete the successful return of borrowed items. Patrons also have the option to extend retention of records to enable additional library account management features such as reading lists.

### **Privacy & Confidentiality of Library Records**

Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (~~FCPLRNYS~~ CPL 4509). These records are related to the circulation of library materials that 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, or the use of audio-visual materials, films or records. These records shall be confidential and shall not be disclosed except that such records may be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

### **Revisions**

WLS ~~and our member libraries~~ reserves the right to change or modify this privacy statement at any time. If WLS revises this privacy statement, changes will be posted on the WLS homepage.

Last approved: ~~November 27, 2018~~