

WESTCHESTER LIBRARY SYSTEM
Trustee Meeting
September 29, 2020 – Approval Pending

REGULAR MEETING

The Regular Meeting of the Westchester Library System was called to order by Susan Morduch, President, at 6:04 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, Karen Kelley, Maureen LeBlanc, Jonathan Marshall, Denise Matthews-Serra, Julie Mills-Worthey, Susan Morduch, Francis Okelo, Joseph Puglia, Edris Scherer, Bernie Seiler, Karen Zevin

Board Members absent: None

Also present from WLS were: Terry Kirchner, Wilson Arana, Patricia Brigham, Rob Caluori, Elise Burke

Public Library Directors Association (PLDA) Representative: Jennifer Brown, Director, The Field Library/Peekskill

Guests: Matthew Weiss, President, Ossining Public Library; Robert Huerster; Elena Falcone, Joe Maurantonio, Allison Midgley

MINUTES

The minutes of the meeting of June 30, 2020, were approved as submitted on a motion by Ms. Scherer and seconded by Dr. Puglia. The motion was approved unanimously.

FINANCIAL REPORTS

The financial report through August 2020 was presented by Mr. Caluori and reviewed by the board in detail. A suggestion was made that a refresher on the WLS Financials be held, and Mr. Caluori and Ms. Scherer will discuss this idea for the new year. The Board approved the August 2020 finances on a motion by Ms. Scherer and seconded by Ms. Draper. The motion passed unanimously.

ACTION ITEMS

State Aid for Public Library Construction \$14 Million Program FY2020-2023: The PLDA Grants Committee Chair Patricia Perito, Director of the Town of Pelham Public Library, reported that the committee members Carolyn Reznick, Director of Ruth Keeler Memorial Library (North Salem), and Angela Groth, Director of Ardsley Public Library, along with Dr. Kirchner and Ms. Burke of WLS, met to review the 16 applications received and the methods used to devise the recommended award amounts. This year's allocation for WLS totaled \$654,899, and the application request amounts totaled \$1,013,485; therefore, not all requests could be met. Discussion followed regarding how the award amounts were developed, what factors were considered and whether there is a more equitable way to distribute the awards. Ms. Perito and Ms. Brown will bring these concerns to PLDA for feedback and review of guidelines for next year. All applications met the New York State criteria for approval, and the following award recommendations were made:

Applicant Name	Title / Abstract of Project	Total Project Cost	Cost of Submitted Project	Application Request Amount	Committee Recommended Award Amount
Bronxville Public Library	Continued Replacement of Attic Fan Coil Units: 2 of 6 attic fan coil units that supply the top floor with heating and cooling are corroded and leaking. They will have to be replaced before failure.	\$17,070	\$17,070	\$8,535	\$8,535
Eastchester Public Library	Window Replacement: Replacement of windows originally installed in 1967 with energy-efficient product that will decrease heating and cooling costs.	\$405,246	\$152,544	\$52,544	\$52,544
Field Library-Peekskill *	Broadband & Electrical Expansion: The Field Library will be internally expanding. This project brings the broadband and electrical wiring necessary for the expansion.	\$80,579	\$60,435	\$45,326	\$45,326
Harrison Public Library -- West Harrison Branch	Windows & Doors Replacement: The West Harrison Library Branch will receive 19 windows and 2 emergency door replacements original to the building for improved efficiency & safety.	\$65,516	\$65,516	\$32,758	\$32,758
Hastings-on-Hudson Public Library	Roof Replacement: Replacing 30 year roof with modern materials and added insulation will enhance energy efficiency, improve building space and prepare for solar panels	\$372,000	\$372,000	\$186,000	\$63,256
Hendrick Hudson Free Library-Montrose	Sidewalks/Curbing Upgrade/Installation of Heating Cables: This project will upgrade the concrete sidewalks and curbing at the Library and add heating cables to the entrance for safer access during winter.	\$110,512	\$110,512	\$55,256	\$55,256
Katonah Village Library *	Accessible/ADA Compliant Public Bathrooms: The 1st floor public restroom will be made ADA compliant & its door moved to a safe location. The downstairs restroom's ADA features will be updated REVISED TOTAL PROJECT COST TO COST OF SUBMITTED PROJECT (re Architect Fees)	\$84,500	\$66,383	\$42,250	\$42,250
Larchmont Public Library	Larchmont Library Air Filtration Project: Installation of Needlepoint Bipolar Ionization equipment to all HVAC units throughout the building in order to improve air filtration.	\$71,000	\$71,000	\$35,500	\$35,500
Mount Vernon Public Library *	MVPL Phase 5 Construction Improvements: Alarm System, Security Cameras, and Security Doors: Install security alarm, put in keycard access doors, and put in additional cameras on the main floor of the Mount Vernon Public Library.	\$113,734	\$113,734	\$85,300	\$61,237
New Rochelle Public Library -- Main Library *	Fire Stop & Exit Signs: Implement above ceiling repairs and fire stopping throughout Library building and the upgrade, relocation, and addition of exit signs as required. REVISED SCOPE OF PROJECT TO ONLY FIRE STOPPING WORK -- NEW TOTAL PROJECT COST = \$168,295	309657 REVISED TO \$168,295	\$168,295	\$232,242	\$61,237

Applicant Name	Title / Abstract of Project	Total Project Cost	Cost of Submitted Project	Application Request Amount	Committee Recommended Award Amount
North Castle Public Library-Armonk -- Main Library	Children's Educational Courtyard & Office Updates: Construct an educational sensory garden outside of the Children's Room. Redesign the tech office to accommodate efficiency and new technology. BUDGET REVISION CHANGED TOTAL PROJECT COST = \$36,307	\$34,389	\$34,389	\$17,194	\$17,194
North Castle Public Library-Armonk -- North White Plains Branch	Ramp to Library Deck: To build an outside ramp on to the Library deck to allow access for strollers and wheelchairs	\$27,800	\$27,800	\$13,900	\$13,900
Rye Free Reading Room	Elevator Upgrade: Identified as an old system during a 1989 capital needs summary, the Rye Free Reading Room elevator must be rebuilt to ensure access to the library.	\$22,520	\$22,520	\$11,260	\$11,260
Somers Library	Generator & Windows: Installation of an emergency generator to power the Library and replacement of windows at the Library.	\$118,445	\$118,445	\$59,222	\$59,222
Tuckahoe Public Library	Electrical Panel upgrade, Handicap-accessible Sidewalk and Parking lot upgrade: Electrical Panel Upgrade, Handicap-accessible Sidewalk and Parking Lot Upgrade	\$68,375	\$68,375	\$34,187	\$34,187
Warner Library-Tarrytown *	Elevator Rehabilitation/ADA Compliance: This project will improve mobility between floors of the library for patrons and staff.	\$136,015	\$136,015	\$102,011	\$61,237
* Eligible for Economically Disadvantaged Community					
TOTALS		\$1,727,701	\$1,605,033	\$1,013,485	\$654,899

The recommended award amounts were approved as submitted on a motion made by Ms. Kelley and seconded by Mr. Marshall. The motion passed unanimously.

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 revisions recommended by the Governance Committee presented at the June Board Meeting remove the obsolete provision in Article 1, Section 3, as follows:

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.~~”

The above-noted revision to the WLS Bylaws was approved on a motion made by Ms. Draper and seconded by Ms. Mills-Worthey. The motion passed unanimously.

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 #18 Data Security Program, Safeguards and Policy created for the NYS SHIELD Act, two existing WLS Policies (WLS Electronic Data and Telecommunications Policy #4 and the Privacy Policy #11) also needed revisions to reflect current practice and align them with the new information security policy.

The Governance Committee put forth a number of revisions to Policies #4 and 11 that were presented at the June Board Meeting according to standard procedures; and a few additional non-substantive grammatical changes were made.

The WLS Board approved the new Data Security Program, Safeguards and Policy (Policy #18) and revisions to the WLS Electronic Data and Telecommunications (Policy #4) as well as the Privacy (Policy #11) as submitted (see attached) on a motion by Ms. Draper and seconded by Ms. Scherer. The motion passed unanimously. [Dr. Puglia not present for the vote.]

INFORMATION ITEMS

Temporarily Restricted Net Assets: Mr. Caluori reported on the restricted contributions received and net assets released as of 8/31/2020. A question was raised regarding the metrics used to determine whether these grant programs were worthwhile investments for WLS. Year-end reports are provided to funders regarding the use of funds and how project objectives were met. WLS will look into sharing that data in the future.

WLS Investment of Funds Policy Revision: WLS has a Board Restricted Fund, which has primarily been used to cover operating expenses in periods of reduced cash flow, such as when anticipated payments from New York State are delayed. The Budget and Governance Committees met jointly to discuss the Board Restricted Fund included in the operating account and to formalize the governance and use of this fund. The current WLS Investment of Funds Policy #12 was reviewed, and the Committees recommended revisions (see attached) that more accurately reflect appropriate levels of reserve and expectations for the rates of return. Per regular procedure, this policy revision is being distributed and presented one meeting in advance and official approval will be sought at the October Board meeting.

PRESIDENT'S REPORT

Dr. Morduch noted that the summer has been busy with a lot happening behind the scenes, and the corrections and comments received prior to the meeting were appreciated.

A letter from 13 member library directors regarding the draft Service Level Agreement (SLA) was sent to the WLS Trustees. These libraries were not in favor of the SLA and found it unacceptable due to limitations put on the libraries to select their services, lack of detail regarding service requirements on both sides and accountability issues. While developed by the WLS IT Audit Group, it was not well communicated that the document was only meant to be a first draft, working document. Dr. Morduch emailed a response to PLDA President Karen LaRocca-Fels. Many of the issues raised in the letter are being addressed, and Mr. Arana spoke about the process WLS is taking to understand the different case scenarios of service needs for the member libraries and how WLS can best meet them.

The audits identified a number of issues, but they did not assist with how to prioritize solutions. In addition, the SLA process proved to focus on specifics versus the creation of a more general road map for the future directions needed to address the audits' recommendations. After discussion with PLDA and service surveys, the next iteration of the SLA will include case scenarios for the different service models. Small group sessions will be held to review this approach, which is designed to give the member libraries more flexibility and transition from a cooperative model to a more individualized one. This should also help give WLS a better sense of the service priorities needed.

For the current budget cycle, WLS will focus on security and the network environment as well as VDI (Virtual Desktop Infrastructure) issues. The process for going forward was clarified: the charge given to the WLS IT Audit Group, which is made up of WLS board members and member library directors, will continue. This includes review and development of an implementation plan of the audits' recommendations; concerns are to be resolved within this working group; and one report will be presented to PLDA and the WLS Board for approval. Ms. Brown noted that the IT issues have been going on for over a year (VDI still a problem with libraries losing workstations on Evergreen), and the directors want to see action. While the WLS IT staff are excellent, most directors are frustrated over the situation and would like to see change.

Dr. Morduch noted a few other reminders for trustees to reach out to their member libraries and of the importance to make a financial contribution to WLS in addition to their time. Scheduling issues were discussed. The November 24th WLS Board Meeting, scheduled just prior to Thanksgiving, was re-scheduled to Tuesday, December 1st. The WLS Annual Business Meeting will be held on Thursday, November 19, from 9:30-10 a.m., as part of the PLDA Meeting. Both meetings will be held via Zoom.

COMMITTEE REPORTS

Nominating & Board Development: The Committee is recommending Robert Huerster as the candidate to fill the vacancy for District 5 (Armonk, Bedford Village, Mount Pleasant, Pound Ridge). Mr. Huerster's resume was distributed to the WLS Trustees. Work on a WLS Handbook for Trustees continues, and all WLS Committees were asked to submit a brief description of their purpose for the Handbook.

EXECUTIVE DIRECTOR'S REPORT

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

Dr. Kirchner noted that former WLS Trustee Joan Silverstein passed away. Ms. Silverstein was on the WLS Board from 1983-1993 representing District 14 (New Rochelle) and served as President of the *Advocates of the Westchester Library System*. She also served on the New Rochelle Public Library Board and was influential on a statewide level, volunteering with the former New York State Association of Library Boards (NYSALB), now known as LTA (Library Trustees Association of New York State). We are grateful for her many contributions to the library community, and thank all of our trustees for their important and impactful work.

New York Library Association (NYLA) is holding their Annual Conference virtually this year from November 5-7. There will be a variety of programs each day. Trustees interested in attending should let Dr. Kirchner or Ms. Burke know as soon as possible—the early bird registration deadline is September 30.

Congratulations goes to the member libraries and the WLS staff regarding their efforts with Census 2020. The self-reporting response is up over 65% for the County. The new deadline for self-reporting is now October 15. We thank the WLS Board for approving this new strategy. The work has helped build a bond with the County.

There have been a number of changes in director positions: Andrew Farber has gone from Somers Library to Chappaqua Library; Jennifer O'Neill has gone from John C. Hart Memorial Library (Yorktown) to Mamaroneck Public Library. We wish them a smooth transition to their new locations.

PLDA LIAISON'S REPORT

Ms. Brown noted that weekly COVID reopening discussions have continued, and the PLDA regular business meeting is being held monthly. At their September meeting, the following was discussed: the difference in ILS circulation statistics in Evergreen from SirsiDynix, which continues to be explored as to which is the best way to report and how best to understand current reports and their use, and the importance of the Salary Survey.

OTHER

Dr. Morduch thanked Sean Ryan for serving as District 5 representative and for all of his contributions and dedication to WLS. His enthusiasm and thoughtfulness encouraged all trustees to participate meaningfully. He's been a wonderful ambassador for Westchester libraries.

Guests were invited to speak. Mr. Weiss recommended that WLS provide an introduction/overview of services for trustees, who are built-in advocates for library services.

ADJOURNMENT

Having completed its agenda, the Board adjourned its meeting at 8:30 p.m. on a motion by Ms. Draper and seconded by Ms. Kelley that passed unanimously.

Respectfully submitted,

Handwritten signature of Bernie Seiler in blue ink, with the initials 'eb' written below the signature.

Bernie Seiler
Secretary

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#lmgm>

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

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~~ **electronic data, which includes but is not limited to software program, file and databases,** stored in these systems ~~are~~ **is** the property of WLS with the exception of data that is licensed to programs and files WLS by third parties, which are is 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. **Passwords to individually assigned accounts should not be shared.**

~~Personal use of WLS equipment including, but not limited to its computers, 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 does not interfere with the employee's work responsibilities or interfere with the 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 Personal use of WLS's emails systems for personal use should be avoided whenever possible.~~

~~WLS provides resources and equipment including, but not limited to, (e.g. cellular telephones, computers, printers 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 however, all users must adhere to Federal, State and local laws as well as WLS policies. 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, but not limited to, immediate termination of employment and WLS may pursue criminal charges based upon severity the nature of the 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~~ 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 cookies¹ 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

¹ 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 (~~FCPLRN~~NYS 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~~