

May 8, 2024

## ACCESSING PATRON DATA THROUGH EVERGREEN

*Who is allowed to use Evergreen? Can a volunteer or Trustee use it or request information from it?*

Evergreen is the OWWL Library System's Integrated Library System (ILS); it houses patron data across the entire System and is comprised of over 100,000 patron records. To ensure compliance with New York State Law, Civil Practice Law<sup>1</sup>, and System Policy, access to data, information, and records maintained within Evergreen is **restricted to authorized library employees**. This access is granted on a least privilege basis, meaning employees may only access the data necessary to effectively perform their assigned library service duties.

Staff accounts are created and governed by the **Systems Access and Confidentiality of Library Records Policy**<sup>2</sup> and **Confidentiality of Patron Records Policy**<sup>3</sup> which details the legal requirements regarding confidentiality, account and password security, interactions with law enforcement, and standards of usage.

Patron data housed in Evergreen may **only** be used for automated library notifications regarding **available holds, checkouts, renewals, overdue materials, and card expirations**. Staff may also **directly communicate with a patron about issues with their account**. No other use of patron data is permitted. Illegal usage of Evergreen includes, but is not limited to, accessing the data stored in Evergreen for fundraising purposes or personal use.

**Trustees and volunteers may not access Evergreen or use any patron information** housed in Evergreen for any purpose. This, or similar, access would be a violation of law and System policy. This type of data breach could result in the library no longer having access to Evergreen.

The OWWL Library System seeks to maintain appropriate safeguards from unauthorized access to patron data. Please refer to the Systems Access and Confidentiality of Library Records Policy for more information.

— Ronald Kirsop, Executive Director, OWWL Library System

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<sup>1</sup> New York Civil Practice Law, Sec. 4509, Library Records,  
[https://newyork.public.law/laws/n.y.\\_civil\\_practice\\_law\\_and\\_rules\\_section\\_45090](https://newyork.public.law/laws/n.y._civil_practice_law_and_rules_section_45090)

<sup>2</sup> Systems Access and Confidentiality of Library Records Policy, <https://owwl.org/system/policies/>

<sup>3</sup> Confidentiality of Patron Records Policy, <https://owwl.org/system/policies/>