

PRIVACY

ADMINISTRATIVE GUIDELINES

General Privacy Policy Statements

Indiana University Bloomington
Indiana University Libraries
Bloomington, Indiana

Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. The Indiana University Libraries define the right to privacy as the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

The courts have recognized a right of privacy based on the Bill of Rights of the U.S. Constitution. The state of Indiana guarantees privacy in its constitution and statutory law (See www.in.gov/pac/statutes/ or www.ilfonline.org/IFC/inlaw/confidentiality.htm). IU Library's privacy and confidentiality policies are intended to comply with applicable federal, state, and local laws, as well as with any IU policies on privacy, including the IU Policy on Privacy of Information Technology Resources (www.itpo.iu.edu/IT07.html).

User rights—as well as our institution's responsibilities—outlined here are based in part on what are known in the United States as the five “Fair Information Practice Principles.” These five principles outline the rights of Notice, Choice, Access, Security, and Enforcement.

Our commitment to our users' privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: “We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

Duke University
Duke University Libraries
Durham, North Carolina

Introduction

One of the cornerstones of librarianship is respect for the privacy of library users. Duke University Libraries recognize the importance of protecting your privacy and the confidentiality of the information that you share with us when you use our web sites or other library services. Described below is our policy on the collection, use, disclosure, maintenance and protection of personal information that you provide to us.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

Syracuse University
Syracuse University Library
Syracuse, New York

The Syracuse University Library is committed to protecting the privacy of its users. Our policies conform to the Code of Ethics of the American Library Association, which states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted." Syracuse University Library does gather data about system and resource use for administrative purposes, however we do not track personal information unless users elect to provide that information, for example by submitting a question, requesting an item, registering for a service, etc. Syracuse University will not release personal information gathered or collected by the Library except to the extent required by law. For the purposes of this policy, personal information is defined under New York State Technology Law as "any information concerning a natural person which, because of name, number, symbol, mark, or other identifier, can be used to identify that natural person."

University of Illinois at Urbana-Champaign
University Library
Urbana, Illinois

The UIUC Library formally recognizes:

That all records identifying the names, social security numbers, or I.D. number of library patrons are confidential in nature;

That such records are not to be revealed to anyone other than the patron in question without either the express written permission of the patron in question or the adherence to proper legal and University procedures regarding required access to such information:

That library employees are encouraged not to keep records with personally identifiable information, unless that information is necessary, and to destroy such records as soon as possible.

That the confidentiality of patron records requires that such records should be consulted by library employees only for LEGITIMATE purposes such as locating or recalling library materials, processing overdue notices and fines, adding or deleting names to the database, making collection development decisions, resolving billing matters, or investigating violations of Library circulation policies, including but not limited to, the following:

- expired I.D. number with overdue items still charged
- patrons who repeatedly claim to have returned books
- patrons who have manipulated the system to set their own due dates outside the Library's established patron loan periods
- patrons with outstanding Library accounts who have been referred to collection

Library employees may not view patron records for such purposes as idle curiosity, personal interest, or general monitoring.

Special requests for confidential information to be used for research purposes shall be addressed to the University Librarian.

Information Collected

Duke University
Duke University Libraries
Durham, North Carolina

What information is collected and how it is used

When you use this website, our web server collects certain technical information from your web browser, including your browser type, operating system type, internet address, and the web address of the page from

which you linked to our site. In some cases our web server may use browser “cookies” or other technologies to maintain session and preference information or to provide other complex functionality. You may adjust your Internet browser to disable the use of cookies and other web technologies; however, some features of this website may not function properly if you block these technologies. Any information that we automatically collect via this web site is only used internally for technical troubleshooting, to improve the usability of our website, and to track aggregate statistical trends. Except for information that you choose to submit to us (through web forms, e-mail messages, chat sessions, or other communication), we do not collect any personally identifiable information (such as your name, address, phone number, age, gender, ID numbers, etc.) on our website. If you do choose to submit personally identifiable information to us, that information is used only for the purpose for which you submitted it, and will not be used for other purposes. Information from other sources is not combined with the information that we collect. While we may disclose information about use of our web site in aggregate (such as server use statistics) we will not disclose to third parties any information that could be used to identify individuals or their use of Library resources, except as required by law or appropriate law enforcement procedures.

The Library does maintain personally identifiable information for library accounts of valid library users. If you are affiliated with Duke University, the library automatically receives personally identifiable information to create and update your library account from the Registrar’s Office (for students) or Human Resources (for employees). If you purchase borrowing privileges, we must obtain certain information about you in order to provide you with a library account. We will maintain confidentiality of information sought or received, and materials consulted, borrowed or acquired, including database search records, reference interviews, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services. The Library maintains several web-based management tools, such as forms related to renewing books, asking reference questions, saving search histories or resource preferences, requesting materials, etc. The personally identifiable information collected through these tools and stored in the library’s computer systems will only be used to maintain your library account and provide services to you and is not made available to any other entity outside the Library except as required by law or appropriate law enforcement procedures.

Syracuse University
Syracuse University Library
Syracuse, New York

Information Collected Automatically

Syracuse University Library information systems gather and store certain information automatically when users browse the Web site, read pages, or download information. We use this information to track site usage, monitor site performance, and generate aggregate statistics. We do not track or record information about individuals. Examples of information collected include:

1. Internet domain (.edu for educational accounts, .com for commercial accounts) and the IP address;
2. Type of browser and operating system used;
3. Date and time of access;
4. Pages visited; and
5. Referring URL, if applicable.

RIGHTS AND RESPONSIBILITIES OF STAFF AND USERS

Patron-Supplied Information

Yakima Valley Community College
College Library
Yakima, Washington

What We Collect If You Volunteer Information

If during your visit to our web site you participate in a survey, send an email, or perform some other transaction on-line, the following additional information will be collected:

- The email address, and contents of email, for those who communicate with us via email.
- Information volunteered in response to a survey.
- Information volunteered through an on-line form for any other purpose.
- The information collected is not limited to text characters and may include audio, video, and graphic information formats you send us.

We use your email to respond appropriately. This may be to respond to you, to address issues you may identify, to further improve our web site, or to forward the email to another agency for appropriate action.

Section C. Personal Information and Choice

You may choose whether to provide personal information on-line. "Personal information" is information about a natural person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, and phone number. A domain name or Internet Protocol address is not considered personal information.

We collect no personal information about you unless you voluntarily provide it to us by sending us email, participating in a survey, or completing an on-line form. You may choose not to contact us by email, participate in a survey, or to provide any personal information using an online form. Your choice to not participate in these activities will not impair your ability to browse YVCC's web site and read or download any information provided on the site.

If personal information is requested on the web site or volunteered by the user, state law and federal laws may protect it. However, this information is a public record once you provide it and may be subject to public inspection and copying if not protected by federal or state law.

If you believe that your personal/private information is being used for a purpose other than what was intended when submitted, you may contact the Registration and Records office or email registration as shown in the Contact Information Section of this statement.

YVCC's web site is a general audience site, and we do not knowingly collect any personal information from children. Users are cautioned that the collection of personal information requested from or volunteered by children on-line or by email will be treated the same as information given by an adult and may be subject to public access.

Highline Community College
Highline Community College Library
Des Moines, Washington

Personal Information and Choice

You may choose whether to provide personal information online.

Personal information is information about a person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, and phone number. A domain name or Internet Protocol address is not considered personal information.

We collect no personal information about you unless you voluntarily provide it to us by sending us e-mail, participating in a survey, or completing an on-line form. You may choose not to contact us by e-mail, participate in a survey or to provide any personal information using an online form. Your choice to not participate in these activities will not impair your ability to browse the Highline Community College Web site and read or download most information provided on the site.

Choosing not to participate in these activities may impair your ability to use on-line student services, participate in surveys, and participate in on-line instructional activities. On-line student services may be conducted using Touch-tone registration, mail, or telephone, as described in the section below on that specific service. Information about participating in surveys is available by contacting the office sponsoring the survey (identified on each individual survey), though some surveys will not be available off-line. Information about participating in instructional activities off-line is available by contacting the instructor, though some instructional activities may not be available off-line.

If personal information is requested on the Web site or volunteered by the user, state law and the federal Privacy Act of 1974 may protect it. However, this information is a public record once you provide it, and may be subject to public inspection and copying if not protected by federal or state law.

If you believe that your personal information is being used for a purpose other than what was intended when submitted, you may contact the Public Records Officer as shown in the Contact Information section of this statement.

Highline Community College web site is a general audience site and we do not knowingly collect any personal information from children. Users are cautioned that the collection of personal information requested from or volunteered by children online or by e-mail will be treated the same as information given by an adult, and may be subject to public access.

Protection of Patron-Supplied Information

Indiana University Bloomington
Indiana University Libraries
Bloomington, Indiana

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Duke University
Duke University Libraries
Durham, North Carolina

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University of Illinois at Urbana-Champaign
University Library
Urbana, Illinois

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- patrons with outstanding Library accounts who have been referred to collection

Library employees may not view patron records for such purposes as idle curiosity, personal interest, or general monitoring.

Special requests for confidential information to be used for research purposes shall be addressed to the University Librarian.

Staff Responsibilities

Vanderbilt University
Central Library
Nashville, Tennessee

No library employee shall reveal the identity of a borrower to any requestor.

Except in accordance with proper judicial order and with permission of the designated administrative officer(s) of the University, no person shall make known in any manner any information contained in such records listed above. In the absence of such judicial orders or University administrative permission, those to whom information will be denied include, but are not limited to, faculty, staff (including library staff except in the pursuit of their assigned duties), parents, students, campus security, police, FBI agents, and military personnel.

Library staff are to refer all requests for the above information to the appropriate Division Director or to the Office of the University Librarian. Those offices will contact the University General Counsel's Office.

University of Texas at Arlington
University Libraries
Arlington, Texas

Staff Responsibilities

Except in the provision of library services through contracts with third parties or in accordance with federal and Texas state laws, no Libraries' employee shall make known any information contained in the records listed above. Library records will only be released in accordance with a proper judicial order and with permission of the designated administrative officer of the University.

Library staff shall refer all requests for the above information to the Vice President for Administration and Campus Operations.

Users' Right to Know

University of Texas at Arlington
University Libraries
Arlington, Texas

Users' Right to Know

Users are entitled to know what information the UTA Libraries collects about them. State law, with a few exceptions, gives a user the right to be informed about the information UTA collects about the user. It also gives a user the right to request a copy of that information and to have the University correct any part of the information that is incorrect. This should be done by contacting the University's Vice President for Business Affairs and Comptroller. Procedures are set forth in UT System BPM # 32-12-01. The laws are found in sections 552.023 and 559.002 through 559.004 of the Texas Government Code.

Personal information received on faculty and staff comes from the Office of Human Resources Management and Development. Student information comes from the Office of the Registrar. The University does its best to ensure the security and accuracy of confidential information. Faculty and staff with an UT EID can check and update personal information such as their mailing address and e-mail address at UT Direct. Students can view some of their personal information at . . . and can change their address online and request other changes through the Office of the Registrar. Confidential information cannot be shared with external third parties.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

Links to other sites from the UTA Libraries' web site, including, but not limited to, databases and electronic journals that the Libraries have licensed for use by UTA students, faculty, and staff, are covered by the other web sites' privacy practices. UTA Libraries are not responsible for the privacy practices of other web sites.

Data Security and Integrity

Highline Community College
Highline Community College Library
Des Moines, Washington

Security

Highline Community College, as developer and manager of the Highline Community College Web site, has taken several steps to safeguard the integrity of its data and prevent unauthorized access to information maintained by Highline Community College. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via Highline Community College's Web sites.

Indiana University Bloomington
Indiana University Libraries
Bloomington, Indiana

Data Integrity & Security

The data we collect and maintain at the library must be accurate and secure. Although no method can guarantee the complete security of data, we take steps to protect the privacy and accuracy of user data in the following ways:

Data Integrity: We take reasonable steps to assure data integrity, including: using only reputable sources of data; providing our users access to their own personally identifiable data; updating data whenever possible; utilizing middleware authentication systems that authorize use without requiring personally identifiable information; destroying untimely data or converting it to anonymous form.

Data Retention: We regularly review and purge personally identifiable information once it is no longer needed to manage library services. Information that is regularly reviewed for purging includes, but is not limited to, personally identifiable information on library resource use, material circulation history, and security/surveillance tapes and logs.

The IU Libraries are committed to investing in appropriate technology to protect the security of personally identifiable information while it is in the library's custody. The IU Libraries follow university policy for the retention of data, and access to data is restricted to a small number of authorized university computing personnel. The IU Libraries post announcements about the choice users make in signing up for customized or personalized services related to web and database services.

Services that Require User Login: In-library computers allow guest use of most library resources without logging in. Use of the full resources of the World Wide Web and of the full power of some subscription databases requires that a user log on to the workstation, either with his/her network ID and password or with a special guest account the user obtains from the library. Data about which users were connected to which machine is collected, in accordance with University policy, and kept for a limited time with very limited access by staff. Users of electronic resources that require authorization for their use are also asked to log in when they connect from outside the university IP address ranges. The data kept from these transactions does not include information linking the user to the resources to which the user connected or about searches completed and records viewed.

Cookies: Cookies are used by IUCAT to maintain the persistence of a default library search limit. These cookies are session cookies and are removed when the user exits the catalog and closes the browser. Some licensed databases also use cookies to remember information and provide services while the user is online. Users must have cookies enabled to use these resources.

We are committed to working with vendors of library resources to find solutions that respect the user's privacy and we include a review of the privacy policy espoused by the vendor in purchasing decisions. We provide users with information about the risks of providing personally identifiable information so that they can make reasonable choices about use of personalized services from vendors of electronic library materials. We discourage users from choosing passwords or PINs that could reveal their identity, including Social Security numbers. We regularly remove cookies, web history, cached files, and other use records from library computers and networks.

Security Measures: Our security measures involve both managerial and technical policies and procedures to protect against loss and the unauthorized access, destruction, use, or disclosure of the data. Our managerial measures include internal organizational procedures that limit access to data and prohibit those individuals with access from utilizing the data for unauthorized purposes. Our technical security measures to prevent unauthorized access include encryption in the transmission and storage of data; limits on access through use of passwords; and storage of data on secure servers or computers that are inaccessible from a modem or network connection.

Staff access to personal data: We permit only authorized Library staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. The IU Libraries will not disclose any personal data collected from users to any other party except where required by law, to report a suspected violation of law or University policy, or to fulfill an individual user's service request. We do not sell or lease users' personal information to commercial enterprises, organizations or individuals.

University of California San Diego
University Libraries
San Diego, California

Site Security

To guard against unauthorized access, maintain data accuracy, and promote the correct use of information, we have implemented physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

However, while we consider these measures reasonable, no guarantee can be given that they will always prevent or protect against invalid access or improper activity. For this reason, we avoid keeping information beyond the term of its primary use and, where possible, encrypt or delete data elements that might cause activities to be linked to individual users.

Staff Access

Eastern Michigan University
Bruce T. Halle Library
Ypsilanti, Michigan

Staff access to personal data: We permit only authorized Library or ICT staff with assigned confidential passwords to access personal data stored in the Library's computer system for the purpose of performing library work. We will not disclose any personal data we collect from library patrons to any other party except where required by law or to fulfill an individual user's service request. The Library does not sell or lease users' personal information to companies, universities, or individuals.

PROTECTION OF RECORDS

Library Records

University of California San Diego
University Libraries
San Diego, California

In order for the UCSD Libraries to provide services to UCSD students, faculty, staff, and public patrons, the Libraries maintain a patron record database based on information that you provide. The information we collect may include your name, address, telephone number, form of identification (e.g., driver's license), university affiliation, e-mail address, library barcode number, and an encrypted form of your self-established PIN, which allows you to view your patron record online and to request items through the San Diego Circuit.

The Libraries also collect information in conjunction with Library Express, Interlibrary Loan, or San Diego Circuit patron requests submitted via Roger or Melvyl, to allow us to complete the requested service transaction for you.

In the course of providing you with Web-based services, the UCSD Libraries collect and store certain information automatically through our Web site. It includes the date and time you access our site and the type of browser and operating system you are using. It also includes your IP address and Internet domain (.edu, .com, .org, etc), as well as the Internet address of the site from which you link to our Web site. We use this information on an aggregate basis to maintain, enhance or add functionality to our Web-based services.

University of Texas at Arlington
University Libraries
Arlington, Texas

Library Users' Records. These records include any information the Libraries requires users (faculty, staff, students, and guests) to provide in order to become eligible to access or borrow materials. Such information may include addresses, telephone numbers and UTA identification numbers, which is often the individual's social security number. This data primarily comes to us from other university records and is maintained indefinitely. Guests provide addresses, telephone numbers and identification information, which is often the individual's social security number, directly to Libraries staff.

The Information We Collect. This notice applies to all information collected or submitted to the Auburn University Libraries. For those who are affiliated with our university, the library automatically receives personally identifiable information to create and update your library account from the Registrar's Office or Human Resources. Other community user groups not directly affiliated with our university may also submit personally identifiable information. The types of personal information that may be collected may include, but are not limited to: Name, Address, E-mail address, Phone number, Fax number, Library card number, Record of circulation/interlibrary loan/document delivery transactions, University status, Credit card number, Financial obligations current and past, Online reference transactions, Internet IP addresses.

Indiana University-Purdue University Fort Wayne
Walter E. Helmke Library
Fort Wayne, Indiana

Confidentiality of Library Records

In keeping with ALA's Policy on Confidentiality of Library Records (1986) and Policy Concerning Confidentiality of Personally Identifiable Information About Library Users (1991), Helmke Library staff will not respond to any informal request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, e-mail requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a legal subpoena or search warrant) that shows good cause based on specific facts.

Circulation Records

University of Illinois at Urbana-Champaign
University Library
Urbana, Illinois

Examples of Requests for Library Information That Is Confidential and Must Not Be Honored

This list is intended to provide examples of possible violations of confidentiality of library information and is by no means inclusive. Any request for confidential information from patron records coming from a law enforcement officer or investigative agent of the state or federal governments, MUST be referred to the University Librarian.

Circulation and Patron Records

- A request for the circulation records of a faculty, student, staff or other library card holder by someone else.
- A request by a faculty member for the identity of students who borrowed reserve items.
- A request to review the circulation records of a student suspected of plagiarism.
- A request to see interlibrary loan borrowing records.
- A request for addresses, phone numbers, I.D. numbers or other personal information contained in the borrower database.
- A request to see a list of individuals who are not members of the university community but who have been granted library borrowing privileges.
- A request by a parent for information such as fines or other fees by the library to Students Accounts Receivable without the student's permission.

Other Examples

- A request for the name of the person who has signed out a particular item.
- A request to review the identity of persons who have used a study room, listening room, study carrel or CD-ROM workstation.
- A request to reveal the nature of a library user's reference request or database search.
- A request for the names of persons who have used audio-visual materials.
- A request for a list of items photocopied for or faxed to a particular Library user.
- A request for a list of suggested acquisitions submitted by a particular Library user.
- A request from law enforcement authorities for the identity of anyone conducting research on a particular subject.

California State Polytechnic University Pomona
Cal Poly Pomona University Library
Pomona, California

Circulation

The Library does not reveal the names of individual borrowers nor reveal what materials are charged to any individual, except as required by law. The Library does not keep a permanent ongoing record of borrowing for any individual: However, the Library catalog's back-up files may retain borrowing information for up to a week after an item is returned. When the catalog retains the checkout history of an item, that information remains confidential within the Library. The Library PIN/Password is encrypted. Access to "My Library Account" is a secured login. For your protection, you will be asked to come to the Library in person and to present identification if there are problems with your Library PIN/Password.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

Humboldt State University
Humboldt State University Library
Arcata, California

Circulation

The Library does not reveal the names of individual borrowers nor reveal what materials are charged to any individual, except as required by law. The Library does not keep a permanent ongoing record of borrowing for any individual, however the Library catalog's back-up files may retain borrowing information for up to three months after an item is returned.

Interlibrary Loan Records

University of Iowa
University of Iowa Libraries
Iowa City, Iowa

Interlibrary Loan/Document Delivery

Requests for interlibrary loan and document delivery services are confidential. Information about requests is shared in some cases with other libraries' staff for collection development purposes; it remains confidential within the Libraries. Documentation of requests may be retained as necessary for the Libraries to comply with auditing, copyright or other regulations.

California State Polytechnic University Pomona
Cal Poly Pomona University Library
Pomona, California

Document Delivery/Interlibrary Loan

Documentation of requests is retained as necessary for the Library to comply with auditing, copyright or other regulations. Because of the software the Library uses this documentation will include names of borrowers. Personal information provided in order to request ILL service might be forwarded on to other library lenders. In some cases, information about requests may be shared with other library staff for collection development and fine collection purposes; however, it remains confidential within the library.

Humboldt State University
Humboldt State University Library
Arcata, California

Interlibrary Loan/Document Delivery

Documentation of requests is retained as necessary for the Library to comply with auditing, copyright or other regulations. Because of the software the Library uses this documentation will include names of borrowers. Personal information provided in order to request ILL service might be forwarded on to other library lenders. In some cases, information about requests may be shared with other library staff for collection development purposes; however, it remains confidential within the library.

Donor Records

California State Polytechnic University Pomona
Cal Poly Pomona University Library
Pomona, California

Donor Privacy

Gifts and contributions make an important contribution to building and shaping the Library's collections. These donations can be made in an anonymous or private manner if so desired.

Requests for Purchase Records

University of Texas at Arlington
University Libraries
Arlington, Texas

Requests for Purchase or Special Materials Handling. Purchase or processing requests linked to individual users are not shared outside the Libraries. User names, telephone numbers, or e-mail addresses are attached to internal records and shared among library staff to facilitate follow-through and responding to the requester.

University of Iowa
University of Iowa Libraries
Iowa City, Iowa

Collection Development and Resource Management

Comments, purchase recommendations, gifts-in-kind, and special requests from users make an important contribution to building and shaping the Libraries' collections. Purchase, transfer, and related collection management requests linked to individual users are confidential reader information and not shared outside the Libraries without permission. Within the Libraries, user names are temporarily attached to internal records and shared among relevant staff to facilitate notification of library actions and follow-through.

Library Surveys Records

University of Iowa
University of Iowa Libraries
Iowa City, Iowa

Library Surveys and Assessments

The Libraries or its units may obtain information and data through surveys (group or individual interviews or other means) assessing services, collections, facilities, resources, etc., or in support of research related to library and information services. This information and data is confidential and will not be shared without permission except in aggregations which protect the privacy of individual participants.

California State Polytechnic University Pomona
Cal Poly Pomona University Library
Pomona, California

Library Surveys/Assessment Projects

Information and data obtained by the Library through surveys or other means, whose intended use it to provide assessment of services, collections, facilities, etc., are considered confidential and will not be shared except in aggregations, to protect the privacy of individual participants.

PROTECTION OF PRIVACY GUIDELINES

Reference Service Notes and Materials

University of Rochester
University of Rochester Libraries
Rochester, New York

Reference Services

In accordance with the principles laid forward in the American Library Association code of ethics, we make every effort to preserve the confidentiality of reference interactions with patrons. If you choose to contact us via email or telephone, it may be necessary to request minimum personal information in order to respond to your question, and depending on the complexity of your inquiry, it may be necessary to refer your question to one of our colleagues.

University of Iowa
University of Iowa Libraries
Iowa City, Iowa

Reference/Research Consultations

Reference and research consultation services are confidential and information about individuals using these services will not be shared outside the Libraries. Libraries' staff will not reveal the identity of library users, the nature of their inquiries, nor the information or sources they consult.

Anonymous data about reference or research consultations may be recorded for management or assessment purposes or to compile information on frequently asked questions.

Humboldt State University
Humboldt State University Library
Arcata, California

Reference/Research Consultations

Consultation services are confidential and information about using these services will not be shared outside the Library. Library staff will not reveal the identity of library users, the nature of their inquiries, nor the information or sources they consult.

University of Michigan
University of Michigan Libraries
Ann Arbor, Michigan

Reference Privacy Policy

The University Library maintains a high level of respect for the confidentiality of patrons and the questions that they ask. Data that is collected in the course of reference service that could identify specific individuals will not be shared outside University of Michigan libraries, except with the patron's permission or as required by law. University of Michigan libraries include any of the following:

- University Library units

- Independent UM libraries such as Law, Kresge Business, Bentley, Clements, UM Flint and UM Dearborn libraries

The University Library keeps general statistics about reference service and research consultations. These statistics do not include patron identification data. The data is used for assessment purposes and completion of statistical reports.

Information about the types of questions asked, as well as the content of responses to questions, may also be retained for “frequently asked question” files or “difficult to answer” question files. This type of data does not include patrons’ names, addresses, phone numbers, or other identifying information.

The information from reference transactions is retained long enough to complete the request. Data will not be kept for more than three months after a reference transaction is closed, unless the patron has granted permission to do so, with the exception of requests made to the University Library’s Special Collections Library.

In the course of typical reference service, a University Library employee may forward patron information to other University Library or other campus library staff members in order to answer questions efficiently and thoroughly. In such cases, the patron will be copied on the forwarded message.

Special Collections Materials

University of Texas at Arlington
University Libraries
Arlington, Texas

Special Collections. Users must fill out an application form in order to access research materials in Special Collections. This application asks for the user’s address, telephone number, and a form of identification that may include a driver’s license number. Research materials are provided to the user following completion of a request form. The request form includes the user’s name, signature, and a description of the item or items to be viewed.

University of Michigan
University of Michigan Libraries
Ann Arbor, Michigan

Because reference questions addressed to the Special Collections Library are often complicated, multi-part, and stretch over months or years, staff in Special Collections strive to preserve the privacy of individuals while keeping records that enable complicated inquiries to move forward without repetition of information. Written reference queries in these areas are excepted from the general reference privacy policy as stated in this document, but Special Collections Library staff will follow these procedures:

- Inform patrons that some queries or requests for copies and the relevant answers are kept on file.
- Give patrons the option of having their identities obscured in such files.
- Remove identifying information from retained correspondence and replies when patrons have requested anonymity.

Third-Party Partners Information Collected

Eastern Michigan University
Bruce T. Halle Library
Ypsilanti, Michigan

Third Party Security: We ensure that our library’s contracts and licenses reflect our policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to our users’ personally identifiable information, our agreements address appropriate restrictions on the use, aggregation, dissemination, and sale of that information, particularly information about minors. In circumstances in which there is a risk that personally identifiable information may be disclosed, we will warn our users. When connecting to licensed databases outside the library, we release only information that authenticates users as “members of our community.” Nevertheless, we advise users of the limits to library privacy protection when accessing remote sites.

PROTECTION FOR ELECTRONIC RESOURCES USE

Chat Reference Notes and Materials

Drake University
Cowles Library
Des Moines, Iowa

Computer Trespassers

Law enforcement or federal agency surveillance or tracking of computer networks or Internet use may be authorized by a designated officer of Cowles Library, without a warrant or court order, when the target of the surveillance is a computer trespasser. A computer trespasser is a person who accesses a protected computer without authorization and thus has no reasonable expectation of privacy in any communication transmitted to, through or from the protected computer. A person who has an existing contractual relationship with the owner or operator of the computer for access to all or part of the protected computer is not a computer trespasser.

Tracking Users

Eastern Michigan University
Bruce T. Halle Library
Ypsilanti, Michigan

Tracking Users: We remove links between patron records and materials borrowed when items are returned and we delete records as soon as the original purpose for data collection has been satisfied. Billing and fine information is retained as long as necessary. We permit in-house access to information in all formats without creating a data trail. Our library has invested in appropriate technology to protect the security of any personally identifiable information while it is in the library's custody, and we ensure that aggregate, summary data is stripped of personally identifiable information. We do not ask library visitors or Web site users to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, registering for programs or classes, or making remote use from outside the library of those portions of the Library's Web site restricted to registered borrowers under license agreements or other special arrangements. We discourage users from choosing passwords or PINs that could reveal their identity, including social security numbers. We regularly remove cookies, Web history, cached files, or other computer and Internet use records and other software code that is placed on our computers or networks.

Installation of Cookies

Syracuse University
Syracuse University Library
Syracuse, New York

Cookies

Cookies are small pieces of data sent by a Web server and stored by the Web browser. Cookies are often used to remember information about preferences and pages visited. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive. In Netscape Navigator, choose Edit and Preferences to manage your cookie settings, in Internet Explorer, select Tools and Internet Options.

Some Syracuse University Web servers use cookies so you will not have to repeatedly enter a user name and password when you link to different parts of the Web site. Other University Web servers may also

use cookies to retain user preference information. It is against University policy to share this information with external third parties.

Eastern Michigan University
Bruce T. Halle Library
Ypsilanti, Michigan

Cookies: Users of networked computers will need to enable cookies in order to access a number of resources available through the library. A cookie is a small file sent to the browser by a Web site each time that site is visited. Cookies are stored on the user's computer and can potentially transmit personal information. Cookies are often used to remember information about preferences and pages visited. The patron can refuse to accept cookies, can disable cookies, and remove cookies from their hard drive. Our Library servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed library resources and to customize Web pages to that user's specification. Cookies sent by our Library servers will disappear when the user's computer browser is closed. We will not share cookies information with external third parties.

E-Mail Reference Notes and Materials

University of California Santa Barbara
University Libraries
Santa Barbara, California

Online or Email Reference

The information we collect via our ASK email or online chat reference services is kept in the strictest confidence and helps us provide and improve these services. All access to and use of personal information is restricted to performing library business. While answering your question, we may refer you to web sites that are not maintained by the UCSB Library. When linked to another site, you are subject to the privacy policy of the new site—which may differ from the UCSB Library policy.

University of California Davis
University Library
Davis, California

Privacy Awareness Notice for E-mail Reference

The UC Davis General Library is committed to protecting the privacy of individuals who use our collections and services. The information we collect via our Email Reference Service form is kept in the strictest confidence and helps us provide and improve these services. All UC Davis General Library staff follow the American Library Association Code of Ethics, which states that "we protect each user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."

The Email Reference Service form collects limited personal information for several reasons. We may need to ask additional questions to clarify your request, or to send you materials in response to your query by mail or e-mail. Some resources are licensed by the University for faculty, staff and students only, so we need to know whether you are affiliated with the University. We retain information on UCD affiliation for statistical purposes.

While answering your question, we may refer you to web sites that are not maintained by the UC Davis General Library. Examples include full-text online journals, article indexes and web sites for other UC Davis departments. Please note that these sites may have different privacy policies and that the General Library has no control or responsibility for these policies.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

While we do whatever we can to protect your privacy, please be aware that information or files transferred via the Internet or stored on Internet-accessible computers may be vulnerable to unscrupulous users. We urge you to use caution and follow accepted Internet safety guidelines. See the National Infrastructure Protection Center (www.nipc.gov/warnings/computertips.htm) for basic tips, or the Privacy Rights Clearinghouse (www.privacyrights.org/fs/fs18-cyb.htm) or CERT (www.cert.org/tech_tips/home_networks.html) for more detailed information. In addition, the Library may be required to disclose private information in response to a court-ordered warrant or subpoena. The USA PATRIOT Act [pdf] (http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ056.107.pdf), passed by Congress (Public Law 107-56) expands the types of records that can be sought without a court order.

Based on UC Irvine Library "Ask a Librarian" privacy statement (www.lib.uci.edu/services/ask/askprivacy.html) (accessed 1/6/03).

Eastern Michigan University
Bruce T. Halle Library
Ypsilanti, Michigan

The Halle Library respects the privacy of our patrons. This policy is intended to let users know what information is collected by the e-mail and chat services and how this information is used.

What information is collected and why?

We ask for a name, e-mail address, the subject of the question being asked, your status, whether you would like a brief answer or suggestions for resources to explore, and the sources you have already consulted.

We use the following information for the following purposes:

Name: We need a name to identify a chat session and in communicating with you during that session. While a name is required, it does not have to be a full name or a real name. Names are stored in session transcripts.

E-mail address: An e-mail address is required so that we may send you a transcript of the chat session, and/or follow up on your reference question. E-mail reference requires an e-mail address so that we can respond to you.

All other information requested—subject, status, whether you would prefer a brief answer or suggestions for resources to explore, sources already consulted—will be used by the librarian in order to answer your question more efficiently.

We also use the above information, as well as transcripts of chat sessions, to help us determine appropriate staffing level, train librarians for this service, and improve the overall quality of the service.

Who has access to this information?

This information is only accessible to librarians and staff associated with the Ask A Librarian service.

Who does the library share the information with?

We do not share the information with anyone outside of the Library. Statistics generated from chat logs or e-mails, as well as anonymous excerpts, may be used for reports or publications. Information about specific individuals (e.g. e-mail addresses, names, etc.) will not be shared unless ordered by a court of law or by subpoena under the USA PATRIOT Act.

What choices do users have about the collection, use, and distribution of their information?

If you would like, we can delete the history of your questions from the Ask A Librarian database. Please e-mail with your name and e-mail address, as well as the date, so that we can identify the exact chat transcript or e-mail to delete.

University of Rochester
University of Rochester Libraries
Rochester, New York

“Ask a Librarian Online” Live Reference Service

In order to provide this service, only your email address is currently required. At the end of the session, a transcript is provided to you via the email address you have supplied, and will include the interaction between you and the librarian as well as the links to any web pages used during the session.

If your question is complex or highly technical, we may contact another librarian who specializes in the subject for assistance answering your question, or refer you to that librarian for follow-up.

The software used to provide the “Ask a Librarian” service is licensed from a third party (LiveAssistance); a transcript of your session is held on LiveAssistance’s servers and is deleted after a limited period of time, according to the Library’s agreement with them. Our contractual agreement with LiveAssistance states that they will not sell, share, or rent patron information to any outside parties.

An electronic copy of your transaction (with any personally identifiable information removed) is also retained for training and statistical purposes on the Library’s server for a limited time.

PATRIOT ACT, LAW ENFORCEMENT, AND DISCLOSURE GUIDELINES

PATRIOT Act Compliance, Law Enforcement and Courts, and Disclosure

Indiana University Bloomington
Indiana University Libraries
Bloomington, Indiana

Enforcement & Redress

The IU Libraries will not make library records available to any agency of state, federal, or local government unless required to do so under law or to report a suspected violation of the law. Nor will we share data on individuals with other parties including faculty, staff (including library staff except in the performance of their assigned duties), parents, students, campus security, and law enforcement personnel, except as required by law or University policy or as needed to perform our University duties.

Library staff are to refer all requests for confidential user records to the appropriate Library Dean or Director or their designate. Only the Library Dean/Director or designate has authorization to receive and respond to requests from law enforcement or other third parties. The Dean/Director will forward all requests from law enforcement or other government officials, all requests under applicable “open records” laws, to University Counsel, and will consult with counsel regarding the proper response. Each library within Indiana University will develop written procedures to comply with this policy.

We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Library users who have questions, concerns, or complaints about the library’s handling of their personally identifiable data should file written comments with the director of the library in question. We will respond in a timely manner and may conduct a privacy investigation or review our policy and procedures.

Georgia State University
Georgia State University Library
Atlanta, Georgia

Procedures for Law Enforcement Visits and Court Orders

Notice Regarding The U.S.A. PATRIOT Act

The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (“USA PATRIOT Act”) was passed by Congress on October 26, 2001.

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

Although confidential library records have always been subject to disclosure pursuant to lawful process, the USA PATRIOT Act expands the authority of local, state and federal law enforcement to gain access to educational and library records, including stored electronic data and communications.

The Georgia State University Library recognizes that its circulation records and other records identifying the names of library users with specific materials and/or internet use are confidential in nature. No such confidential information shall be made available to any individual or office of the university, agency of state, federal or local government, or to any individual not specifically authorized by the University Librarian for legitimate business purposes, except where the person whose confidential information is to be released consents or pursuant to such process, order, warrant or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal or administrative discovery procedures or legislative investigating power.

An exception to this policy provided for by the USA PATRIOT Act allows voluntary disclosure for emergency situations, which are likely to be rare in the library. Should a staff member, in the course of business reasonably believe he has accessed information about an emergency involving immediate danger of death or serious physical injury, s/he should contact the university police immediately; then contact the Library Administration Office (LAO), or (if after regular business hours) any member of the Library Administrative Group (Lib Admin) and the supervisor in the unit.

Procedures for Law Enforcement Visits and Court Orders

1. Procedures if approached by law enforcement with identification and a court order in the form of a SEARCH WARRANT:

Staff should immediately ask for identification and a court order if they are approached by an agent or officer. If the agent or officer has no identification or court order with them, follow the steps outlined in #4 below.

A search warrant is executable immediately, unlike a subpoena. The agent or officer may begin a search of library records as soon as a library employee is served with the court order.

Before the search begins, the employee should ask if s/he can call his/her department head, who will contact the LAO, who will then contact Legal Affairs in order to allow Legal Affairs an opportunity to examine the search warrant and to assure that the search conforms to the terms of the search warrant. The officer may or may not agree to the request because, legally, the search may begin immediately.

If the visit occurs outside regular business hours, the employee should contact his/her supervisor at home. If the supervisor is not available, the employee should contact the department head at home. If the department head is not available, the employee should contact the University Librarian at home. If nobody is at home, the employee should contact legal counsel at home.

The employee should cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are viewed or scanned.

2. Procedures if the court order is a SEARCH WARRANT issued under the Foreign Intelligence Surveillance Act (FISA) (USA PATRIOT Act Amendment):

The employee should follow the procedures for a regular search warrant listed above. However, a search warrant issued by a FISA court also contains a "gag order." That means that no person or institution served with the warrant can disclose (outside the chain of command elaborated above) that the warrant has been served or that records have been produced pursuant to the warrant. However, the employee should still contact his/her supervisor, department head, or University Librarian when served with the court order.

The library and its staff must comply with this order. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant.

The gag order does not change a library's right to legal representation during the search. The library can still seek legal advice concerning the warrant and request that the library's legal counsel be present

during the actual search and execution of the warrant. The officer may or may not agree to the request because, legally, the search may begin immediately.

3. Procedures if approached by law enforcement with identification and a court order in the form of a SUBPOENA:

The employee should give the subpoena to the department head, who will deliver it to the LAO. LAO will be responsible for contacting Legal Affairs.

If the visit occurs outside regular business hours, the employee should give the subpoena to the supervisor as soon as possible during the next regular business day. The supervisor should give it to the department head who will deliver it immediately to the LAO. The LAO will be responsible for contacting Legal Affairs.

4. Procedures if approached by law enforcement WITHOUT IDENTIFICATION OR A COURT ORDER:

If the agent or officer does not have a court order compelling the production of records, the staff member should inform the agent or officer that library users' records are not available except when a proper court order in good form has been presented to the library.

Without a court order, neither the FBI nor local law enforcement has authority to compel cooperation with an investigation or require answers to questions, other than the name and address of the person speaking to the agent or officer.

If the agent or officer persists, or makes an appeal to patriotism, the staff member should explain that, as good citizens, the library staff will not respond to informal requests for confidential information, in conformity with professional ethics, First Amendment freedoms, and state law.

The staff member should inform his/her supervisor about the visit. The supervisor should inform the LAO and the Office of Legal Affairs that such a visit took place.

Drake University
Cowles Library
Des Moines, Iowa

Procedure for Compliance with Requests for Confidential Information

When the Library receives an order, warrant, subpoena or other request for confidential information or surveillance, the request will not be handled by student or temporary staff. The request will be referred to the Dean of Libraries or, in his or her absence, the Acting Dean. The Dean shall request a copy of the document specifying what records are requested and will comply with any and all requests in a timely manner. The Dean may consult with legal counsel prior to the release of information.

On weekends, legal holidays, or other times outside of normal university business hours, any request for confidential library information will be referred to the Librarian on duty. The Librarian shall request a copy of the document specifying what records are requested and will comply with any and all requests in a timely manner. The Librarian may consult with legal counsel prior to the release of information.

Cowles Library will document all costs incurred in complying with a records request. If the costs of providing the requested information are more than a nominal amount, the Library will document, and request reimbursement for, the expenses incurred in complying with the request. The failure of the requesting party to pay such expenses, however, will not be used as a reason for the Library to refuse to comply with any request unless a statute, court order or regulation requires reimbursement of expenses prior to compliance with the request.

Cowles Library will inform the person whose confidential information has been requested or obtained, unless doing so would violate any statute, court order, warrant or subpoena. If the Library provides information to the government pursuant to a USA PATRIOT Act request, the Library cannot notify anyone, including the person whose confidential information is being provided. The same is true if a non-USA PATRIOT Act warrant, subpoena or other process forbids the Library to disclose any information about

THE ACADEMIC LIBRARY MANAGER'S FORMS, POLICIES, AND PROCEDURES HANDBOOK

the request. Cowles Library cannot disclose to third parties the fact that confidential information has been requested or obtained on an individual unless the individual consents or the Library is compelled to make the disclosure by order, warrant, subpoena or other process.

Cowles Library reserves the right to voluntarily disclose any circulation records to any person or entity where the Dean of Libraries reasonably believes that an emergency involving immediate danger of death or serious injury justifies the disclosure.