



Library Privacy Procedures

The Athens State University Library is committed to protecting the privacy of library users to the greatest extent possible, subject to provisions of state and federal law. This privacy policy explains patrons' privacy and confidentiality rights, the steps the Library takes to respect and protect a patron's privacy when he/she uses Library resources, and how the Library deals with personally identifiable information collected from users.

In the course of providing services, such as circulation, Interlibrary Loan, and reference services, the Library acquires personally identifiable information, including name, address, phone number, e-mail address, university ID, driver's license number, items borrowed or requested, and e-mail reference transactions. The Library will not disclose any personal data collected from a patron to any other party except where required by law or to fulfill the specific service request. Personal information is never sold or used for commercial purposes.

Patrons are entitled to view and/or update their personal information, either online or in person. In both instances, the patron will be asked to provide some sort of verification such as a library account number or photo I.D. card to ensure verification of identity.

The Library protects personally identifiable information from unauthorized disclosure and purges or shreds information, in accordance with state and federal policy, once it is no longer needed to manage library services. Links between patron records and materials borrowed are removed when items are returned.

Only authorized Library staff members are permitted to access personal data stored in the Library's computer system, and then only for the purpose of performing library work.

Library visitors or Library web site users are not asked to identify themselves or reveal any personal information unless they are borrowing materials, requesting special services, or making use of those portions of the Library's web site restricted to registered borrowers under license agreements or other special arrangements.

The Library ensures that contracts, licenses, and offsite computer service arrangements reflect these policies and legal obligations concerning user privacy and confidentiality.

The Athens State University Library web site links to other sites and resources that are not under the control of Athens State University. These external sites may have privacy policies that are different from the Athens State University Library. The Library is not responsible for the privacy practices of those web sites. Patrons are encouraged to read the privacy statements at these sites to determine their privacy practices.

Information obtained by the Library through surveys in support of library services is considered confidential and will not be shared except in aggregate form so as to protect the privacy of individual participants.

To aid in determining the use and value of resources and services, the Library may gather non-identifying, aggregate information to track resource usage and to improve our services. However, personally identifiable information is neither collected nor retained for such purposes.

Athens State University Library will not respond to any informal requests for personally identifiable information about any library user from any third party. Library records will not be made available to any agency of state, federal, or local government unless a legal subpoena, warrant, court order or other legal investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. Any law enforcement inquiry will be directed to the Library Director, who is the only person authorized to receive or comply with requests from law enforcement officers. University legal counsel will be consulted before determining the proper response. Federal law may prohibit library workers from informing patrons if federal agents have obtained records about them (PL 107-56, USA PATRIOT ACT).

When a patron uses a Library computer to access Blackboard, Live Text, e-mail, or other sites or programs which require a login, the patron is responsible for logging off at the completion of each session in order to protect his/her privacy.

Library users who have questions or concerns about Library privacy and confidentiality procedures should contact the Director of the Library.