

Pacific University Library Privacy Policy

I. Introduction

Privacy is essential to the exercise of free speech, free thought, and free association. In Pacific University Library¹, the right to privacy is 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 upheld the right to privacy based on the [Bill of Rights](#) of the U.S. Constitution. Oregon provides further [guarantees of privacy](#) in its statute law. Numerous decisions in case law have defined and extended rights to privacy. Pacific University's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

Our commitment to your 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."

II. Pacific University Library's Commitment to Patrons' Rights of Privacy and Confidentiality

This privacy policy explains your privacy and confidentiality rights; and the steps Pacific University Library takes to respect and protect your privacy when you use Library resources, including the collection, use, disclosure, maintenance and protection of personal information that you provide.

A. Library Use of Patron Information

The Library affirms that library users have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of library services.

Pacific University Library posts publicly and acknowledges openly the privacy and information-gathering policies of the Library. Whenever policies change, notice of those changes is disseminated widely to users.

¹ Pacific University Library (henceforth known as "the Library") refers to all Pacific University campus libraries.

In all cases, the Library avoids creating unnecessary records; avoids retaining records not needed for the fulfillment of the Library's mission; and does not engage in practices that might place information on public view.

Information the Library may gather and retain about current and valid library users includes, but is not necessarily limited to, the following:

- User Registration Information
- Circulation Information
- Electronic Access Information
- Information Required to Provide Library Services

The Library 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. These records will not be released to any third party – including, but not limited to, other Pacific University faculty, staff and students – without the patron's consent, unless required by law.

B. Patrons' Right to Consent to Use of Information

If you are affiliated with Pacific University, the Library automatically receives personally identifiable information to create and update your Library account from University Information Services (UIS), which uses information gathered from the Registrar's Office (for students) and Human Resources (for employees).

If you are not affiliated with Pacific University and wish to receive borrowing privileges, the Library must obtain certain information about you in order to provide you with a library account.

The Library will not collect or retain other private and personally identifiable information without your consent. Further, if you consent to give the Library your personally identifiable information, the Library will keep it confidential and will not sell, license, or disclose personal information to any third party without your consent, unless the Library is compelled to do so under the law or to comply with a court order.

When visiting the Library's web site and using certain electronic services, you may be prompted to provide your University username and password, name, or library card barcode.² You may be unable to access certain Library resources without providing this verification.

You have the option of providing us with your e-mail address for the purpose of notifying you about your Library circulation and Interlibrary Services (ILLiad) accounts. You may request that we remove your e-mail address from your record at any time.

² First-time users of Interlibrary Services will be prompted to complete an online registration form including name, address, telephone, UC box, and E-mail address.

C. Patron Access to Personal Information

Individuals who use Library services that require the function and process of personally identifiable information are entitled to view and/or update their information. You may either view or update your personal information online or in person.³ You will be asked to provide some sort of verification such as a PIN or identification card to confirm your identity.

D. Library Measures to Preserve Data Integrity & Security

Data Integrity: The data the Library collects and maintains must be accurate and secure. The Library takes reasonable steps to assure data integrity, including: using only reputable sources of data; providing users access to your own personally identifiable data when applicable; 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: The Library protects personally identifiable information from unauthorized disclosure once it is no longer needed to manage Library services. Information that is regularly purged or shredded includes, but is not limited to, personally identifiable information on Library resource use, material circulation history, and access logs for Library facilities.

Tracking Users: The Library removes links between patron records and materials borrowed when items are returned and deletes records as soon as the original purpose for data collection has been satisfied.

The Library does not ask 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.

The Library discourages users from choosing passwords or PINs that could reveal their identity, including social security numbers. University Information Services (UIS) regularly removes cookies, web history, cached files, or other computer and Internet use records and other software code that is placed on Library computers or networks.

Third Party Security: The Library's website contains links to websites and licensed databases that are not maintained or supported by Pacific University Library. The Library is not responsible for the privacy practices or the content of these external websites, and the Library encourages users of these resources to familiarize themselves with the policies of the providers of these services and resources.

³ Circulation account information must be changed in person or over the phone. Interlibrary Services (ILLiad) account information may be changed online via your ILLiad account.

The Library ensures that contracts, licenses, and off-site computer service arrangements reflect the Library's policies and legal obligations concerning user privacy and confidentiality. Should a third party require access to users' personally identifiable information, the 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, the Library will warn users. When connecting to licensed databases outside the Library, the Library releases only information that authenticates users as members of the Pacific University community. Nevertheless, the Library advises users of the limits to Library privacy protection when accessing remote sites.

Cookies: Users of networked computers will need to enable cookies in order to access a number of Library resources. 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. You can refuse to accept cookies, can disable cookies, and remove cookies from your hard drive; however, if you do so, you may be unable to access certain Library resources. University servers use cookies solely to verify that a person is an authorized user in order to allow access to licensed Library resources. Cookies sent by University servers will disappear when the user's computer browser is closed. The University will not share cookies information with external third parties.

Security Measures: The Library's 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.

The Library's managerial measures include internal organizational procedures that limit access to data and ensure that those individuals with access do not utilize the data for unauthorized purposes. When data is used for administrative purposes, the Library ensures that aggregate, summary data is stripped of personally identifiable information.

The Library's 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.

Transmissions made on the Internet are generally not secure, since the information is transferred in clear text. In some cases transactions made via the Library's web site are conducted using a SSL (Secure Socket Layer protocol) connection in order to provide increased security to the information as it is transmitted.

The Library uses industry-standard security measures to protect any personal information that you may provide. However, the Library cannot guarantee that your submissions to

the Library's website, any content residing on the University's servers, or any transmissions from the University's server will be completely secure.

Staff access to personal data: The Library permits 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.

E. Enforcement and Redress Regarding Privacy Policy

The Library conducts regular privacy audits in order to ensure that all Library programs and services are enforcing the privacy policy.

Library users who have questions, concerns, or complaints about the Library's handling of their privacy and confidentiality rights should file written comments with the University Librarian/Library Director. A response will be made in a timely manner and the University Librarian/Library Director may conduct a privacy investigation or review of policy and procedures.

F. Law Enforcement Requests for Information

The Library authorizes only the University Librarian/Library Director to receive or comply with requests from law enforcement officers; the University Librarian/Library Director will confer with Pacific University's legal counsel before determining the proper response. The Library will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order, or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form.

The Library has trained all library staff and student employees to refer any law enforcement inquiries to appropriate Library supervisors.

H. Policy Changes

The Library will post any substantial changes in this privacy policy at least 30 days prior to the change taking effect. Any information collected under this current policy will remain bound by the terms of this privacy policy. After the changes take effect, all new information collected, if any, will be subject to the revised privacy policy.

I. Further Pacific University References

Pacific University Library also adheres to Pacific University's [Pacific University Web Privacy Policy](#) and [other computer policies](#), published by [University Information Services](#).

The Pacific University Privacy Policy is adapted from:

- [ALA Model Privacy Policy](#)
- [Duke University Libraries Privacy Policy](#)

General Privacy Resources

ALA Resources

[ALA Code of Ethics](#)

[ALA Policy on Confidentiality of Library Records](#)

[ALA Privacy Toolkit](#)

[The USA Patriot Act in the Library](#)

[ALA CALEA Resources](#)

Federal and State Law

[USA Patriot Act \(Full-text\)](#) (Provided by Electronic Privacy Information Center)

[Federal Educational Rights and Privacy Act \(FERPA\) \(Full-text\)](#)

[Communications Assistance for Law Enforcement Act \(CALEA\)](#)

[Oregon Revised Statutes § 192.502](#)