

# **Torreyson Library Statement on Privacy & Confidentiality**

## **I. Notice and Openness**

- A. Library users have the right to be notified 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.
- B. Torreyson Library publicly posts and openly acknowledges the privacy and information-gathering policies of this organization. Whenever policies change, notice of the changes will be disseminated to users.
- C. Torreyson Library will not create unnecessary records, will not retain records except those required for the fulfillment of its mission, and does not utilize practices that might place personally identifiable information on public view.
- D. Torreyson Library may collect usage data in order to improve services and to better participate in and/or contribute to university initiatives regarding teaching, learning, and research.
- E. Information that may be gathered and retained about library usage include the following:
  - 1. Current circulation information
  - 2. Current and historical interlibrary loan and document delivery information
  - 3. Access to and usage of electronic resources
  - 4. Library instruction session information
  - 5. Library web forms, chat sessions, email messages and study room scheduling
  - 6. Appointments for reference sessions and related to the use of Archives and microforms resources
  - 7. Video footage from within library building

## **II. Choice and Consent**

- A. Torreyson Library keeps all personally identifiable information confidential and will not share, sell, license, or disclose personal information to any third party without user consent unless compelled to do so under penalty of law or to comply with a court order.
- B. If a user is affiliated with the University of Central Arkansas, then Torreyson Library receives personally identifiable information from the Division of Information Technology and the Office of Human Resources (employee information) for operational use only. Torreyson Library may also receive information directly from a user in order to create and update library user records.
- C. To enable library borrowing, Torreyson Library creates a link between a user's personally identifiable information and the items borrowed by scanning the user's

university identification or viewing similar valid identification card with photograph, such as a driver's license.

- D. To access interlibrary loan services, users will connect their personally identifiable information to items requested through this service. Current and historical interlibrary loan transactions and notifications will be stored for up to two years.
- E. When using the library's website and licensed subscription electronic resources, a user may be prompted and required to provide their myUCA username and password to be authenticated as a currently affiliated user.
- F. When a user accesses the library's chat, Ask Us, appointment, or room scheduling services, users may be prompted and required to provide their myUCA username and password or other PII. Transactional information will be retained for up to one year.
- G. When entering the library building during overnight hours and/or using certain library services, resources, or collections, a user may be asked to show identification or provide personally identifiable information on forms or logs that are retained as needed.

### **III. Access by Users**

For services that require the use of personally identifiable information, a user may view personal information online or in person.

### **IV. Data Retention**

Torreyson Library protects personally identifiable information from unauthorized disclosure and disposes of information once it is no longer needed to manage library services. Any records that contain personally identifiable information on library resources and services used are regularly purged, shredded, or anonymized.

### **V. Library Computer and WiFi usage**

Use of institutional wireless (WiFi) and wired connections as well as use of computers within the library is managed by the UCA IT Department. The library does not have access to any information stored and collected through these services and systems.

### **VI. Video Footage**

Security cameras throughout the library building record patron activity. This recorded activity is controlled and housed by the UCA Police Department. Library Administration can access footage to address specific issues or concerns.

## **VII. Third Party Security**

Torreyson Library does license products, tools, resources, and specialized services for operational use from third-party vendors that have individual privacy policies and license agreements. Interactions with these systems are governed by the third-party vendors' individual privacy policies. Check the privacy statements of specific vendors to learn how data is stored and used, or contact the Library Director to request a license agreement for any specific vendor. Many vendors of licensed resources may require a user to accept cookie files. Refusing to accept cookies may degrade or impede the full functionality of certain services or resources.

## **VIII. Employee Access to Personal Data**

Only authorized Torreyson Library personnel with assigned confidential passwords, and strictly for the purpose of performing essential duties, have access to digitally stored personal data. Torreyson Library employees will not share any users' personally identifiable information with any other party except where required by law enforcement agencies or by court order. Torreyson Library does not sell, lease, or distribute personal information to individuals, companies, or other higher education institutions.

## **IX. Enforcement and Redress**

- A. Torreyson Library conducts regular privacy training and audits in order to ensure that all library programs and services are enforcing its privacy policies.
- B. Torreyson Library does not share data about individuals with third parties unless required by law or court order. Only the Library Director and/or the Library Director's designee can receive or comply with requests from law enforcement officers or with court orders. The Director will confer with UCA legal counsel before determining the proper response to any law enforcement requests or served court orders. The Director will not make library records available to any individual, local, state or federal agency 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. All library personnel and volunteers will refer any law enforcement inquiries to the Library Director.
- C. Any questions, concerns, or complaints about how Torreyson Library manages privacy and confidentiality rights should be submitted in writing to the Library Director. The Director will respond in a timely manner and may conduct a privacy investigation or policy and procedure review before responding in writing.