

August 24, 2019

## **Executive Summary**

Protecting patron data from unauthorized access is a serious concern for libraries of all types today as demonstrated by the creation of library cybersecurity and privacy initiatives like the [Library Freedom Project](#) and [Choose Privacy Week](#). These movements have worked to create privacy and security standards like the [ALA's latest guidelines on library privacy](#). As a result, Web and Discovery Committee has drafted a Library Privacy Statement based on ALA Library Privacy Guidelines to limit risks to our users while allowing for the efficient and data-informed operation of Walker Library.

## **Policy Goals**

This statement aims to address the following needs stated in the ALA's Guidelines for Developing a Library Privacy Policy:

- Ensure users are aware of their rights
- Limit the degree to which personally identifiable information (PII) is monitored, collected, disclosed, and distributed by the library and all service partners,
- Avoid creating unnecessary records,
- Avoid retaining records that are not needed for efficient operation of the library, including data-related logs, digital records, vendor-collected data, and system backups.
- Avoid library practices and procedures that place personally identifiable information on public view.

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**Privacy Policy** -- For sources used as guides, see [Developing or Revising a Library Privacy Policy](#) of the [ALA's Privacy Toolkit](#) and the library privacy policies of [Duke](#), [Wayne State](#), [Rutgers](#) Universities, and the [University of Michigan](#).

### **I. University Privacy Policy**

Middle Tennessee State University Policy 121 Privacy of Information establishes principles to guide the evolution of Middle Tennessee State University community standards of information privacy. The policy is available here: <https://mtsu.edu/policies/general/121.php>

### **II. Introduction**

Privacy is essential to the exercise of free speech, free thought, and free association. Within Walker Library 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. This library's privacy and confidentiality statement is in compliance with applicable federal, state, and local laws including Title 10, Chapter 8 of Tennessee Code Annotated 10-8-101, 10-8-102, and 10-8-103

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."

The library user rights outlined below are based on what are known as the five "Fair Information Practice Principles." These principles outline the rights of Notice, Choice, Access, Security and Enforcement.

### **III. Walker Library's Commitment to Our Users**

Walker Library is committed to protect user privacy and confidentiality rights when library resources are used, personally identifiable information (PII) is collected by the library, or PII is provided to us by our users or by parties associated with Middle Tennessee State University (e.g. the Registrar's Office or Human Resources).

#### **1. Notice & Openness**

Library users have the right of notice 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.

We publicly post and openly acknowledge the privacy and information-gathering policies of this university and library. Whenever policies change, notice of those changes is disseminated to our users.

We avoid creating unnecessary records, we avoid retaining records not needed for the fulfillment of the mission of the library, and we do not utilize practices that might place personally identifiable information on public view.

Walker Library may collect some data about use in order to improve services and to better collaborate with university initiatives regarding teaching, learning, and research.

Information we may gather and retain about current and valid library users include the following:

- Circulation information
- Interlibrary Loan and Document Delivery contact information
- Electronic resource access information
- Bibliographic Instruction session information
- Library web forms, chat sessions, email messages
- Web and digital analytics information
- Walker Library Lab PC Logins

## **2. Choice & Consent**

Walker Library keeps all personally identifiable information confidential. We will not share, sell, license, or disclose personal information to any third party without user consent unless we are compelled to do so under the law or to comply with a court order.

If you are affiliated with Middle Tennessee State University, Walker Library receives personally identifiable information from the Office of the Registrar (student information) and the Office of Human Resources (employee information). The library may also receive information directly from you, the user, to create and update library user records.

To use library borrowing privileges, the library creates a link between a user's personally identifiable information and the items being borrowed by scanning the user's Middle Tennessee Identification card (Blue ID) or similar identification method.

When using library services available through the library's website and licensed subscription electronic resources, you may be asked or required to provide your Middle Tennessee username, email address, library barcode, pin and/or password to be authenticated as a currently affiliated user or as a guest user.

When using certain library services or collections, a user may be asked to show identification or provide personally identifiable information on forms or logs that are retained as needed.

## **3. Access by Users**

For library services that require the use of personally identifiable information, users are entitled to view and update their information. You may view your personal information online or in person and request that it be updated if it is not correct. In both instances, you may be asked to provide some sort of verification of identity.

Library users must update their personally identifiable information to ensure that library operations function properly. Such functions may include notification of overdue items, holds, etc. Middle Tennessee State University students can view and update their personally identifiable information through the student management system. Faculty and staff can view their personally identifiable information through the employee management system. Alumni, Faculty, and other users not currently affiliated with Middle Tennessee State University may contact the Walker Library Service Desk directly ([libraryservicedesk@mtsu.edu](mailto:libraryservicedesk@mtsu.edu)) to update their information.

#### **4. Data Integrity & Security**

**Data Integrity:** The data we collect and maintain at the library must be accurate and secure. 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 protect personally identifiable information from unauthorized disclosure. Once it is no longer needed to manage library services, we regularly purge, shred, or anonymize personally identifiable information about library users, library resource and services use, material circulation history, Lab PC logins, forms, and security/surveillance tapes and logs.

**Tracking Users:** Walker Library ensures aggregate summary data is stripped of personally identifiable information and/or deleted when it is no longer needed. We do not ask visitors to our library or website to identify themselves or reveal any personal information unless they are borrowing materials, requesting services, registering for programs & events, or using portions of the Library's website restricted to registered borrowers under license agreements. Walker Library uses Google Analytics and Matomo (Piwik) Analytics. Google Analytics is a web tracking and analytics service used to better understand our website usage and to improve the user experience and access to services. Google Analytics operates through the use of a cookie, a text file placed on your computer that contains information about your use of library websites. The information stored in the cookie is transmitted to and stored by Google. The functionality of Matomo (Piwik) Analytics is nearly identical to Google Analytics. However, Matomo (Piwik) is an open source project, which ensures that the information stored in the cookie is transmitted to and stored by only Walker Library. This information is for analytical and improvement use only. We do not provide any of this information to third parties.

**Campus IT Systems and Services:** Use of guest and institutional wireless (WiFi) is managed by the Information Technology Division of Middle Tennessee State University

and outside of the control or monitoring of Walker Library personnel. Wired connections as well as use of lab PCs and recording of PC login information is managed by the Library Technology Department.

**Third Party Security:** Walker Library does license services as well as content from third party vendors who have their own privacy policies and practices. The library pursues user privacy protections with third parties we do business with. However, your interaction with these systems will be governed by their individual privacy policies. Check the privacy statements for specific vendors to learn how your data is stored and used by them.

**Cookies:** The Walker Library website does not use cookies to collect information about our users. However, Google Analytics and many of our licensed resources may require the enabling of cookies. You may refuse to accept cookies, but full functionality of certain services may not be available as a result.

**Security Measures:** Walker Library uses technical and managerial methods to protect against unauthorized access, loss, use, or disclosure of our data. On the technical side, the library encrypts and encourages our third parties to encrypt internet traffic via the use of SSL certificates and emerging options as well as use of passwords and auditing for proper access to data stored on computers and/or servers. Our 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.

**Staff access to personal data:** Only authorized staff with assigned confidential passwords have access to personal data stored in the computer systems for performing library work. We will not share any personal data we collect from users to any other party except where required by law. We do not sell or lease personal information to individuals, companies, or other higher education institutions.

## **5. Enforcement & Redress**

Walker Library will not share data on individuals with third parties unless required by law. We conduct regular privacy audits in order to ensure that all library programs and services are enforcing our privacy policy. Users who have questions, concerns, or complaints about Walker Library's handling of their privacy and confidentiality rights should file written comments with the Dean of Walker Library. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

We authorize only the Dean and/or their designee to receive or comply with requests from law enforcement officers. We confer with our legal counsel before determining the proper response. We will not make library records available to any individual, 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. All library staff and volunteers refer any law enforcement inquiries to library administrators.

#### **IV. Scope**

MTSU maintains records to carry out its educational mission. Federal and state laws and regulations govern access to these records. This policy and related procedures are established to ensure compliance with these laws and regulations and to protect the integrity of University records and the privacy of individuals. This policy applies to all University students, faculty, staff, affiliates, third-party support contractors, and all others granted access to MTSU information assets.

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#### **References**

ALA Intellectual Freedom Committee. (Unknown). Guidelines for Developing a Library Privacy Policy. *Intellectual Freedom Manual*, 8th ed. Retrieved from <http://www.ala.org/advocacy/privacyconfidentiality/guidelines-developing-library-privacy-policy>.

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