Benedictine University
Informing today—Transforming tomorrow

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CATEGORY: Policy
SUBJECT: Confidentiality and Privacy Policy

Privacy Notice

In accordance with the Illinois Library Records Confidentiality Act (75 ILCS 70/1), all library records relating to an individual patron and his/her use of the library and its resources are confidential. These records may be consulted and used by library staff in the course of carrying out library operations, but will not be disclosed to others except upon the request or consent of the library user, or pursuant to subpoena, court order or otherwise as required by law. Such disclosure may be made only by the University Librarian in consultation with appropriate University authorities.

Access to Personal Information

Any person is entitled to view their library account information in person. Library account information may be updated at the Benedictine Library, but changes in address or telephone numbers should also be reported to Ben Central for students and Personnel Resources for faculty and staff. Only patrons with proper identification may correct their library account information through the library.

Data Security

Circulation
The Benedictine Library respects and protects the privacy of all borrowers of library materials. The Library will not reveal the names of individual borrowers nor reveal what books are, or have been, charged to any individual.

Collection Development and Resource Management
Purchase, transfer, and related collection management requests linked to individual users or groups of users (e.g. the Biology Department) are deemed confidential reader information and are not shared outside the Library. Within the Library, user names are temporarily attached to internal records and shared among relevant staff to facilitate notification of Library actions and follow-through.

Contracts and Licenses for Information Resources
Consistent with its privacy policy, the Library expects its information service providers to follow the same standards in the performance of the products they license, lease or sell to the Library. Contracts, licenses, agreements, and arrangements that the Library enters shall accordingly protect the identity of individual users and the information they use.

Interlibrary Loan/Document Delivery
Requestors of interlibrary loan and document delivery services receive the same protection in terms of confidentiality of their requests. In some cases, information about requests is shared with other library staff for

collection development purposes; it remains confidential within the library. Documentation of requests may be retained as necessary for the Library to comply with reporting, copyright or other regulations.

Library Surveys/Assessment Projects
Information and data obtained by the Library or its units through surveys in support of assessment of services, collections, facilities, resources, etc., or in support of research related to library and information services, are considered confidential and will not be shared except in aggregations, to protect the privacy of individual participants.

Reference/Research Consultations
Reference and research consultation services are confidential and information about individuals 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. Data about reference or research consultations may be recorded for management or assessment purposes only.

Web site and Technology Resources
Individuals may visit and use the Library's web site at any time without telling the Library who they are or revealing any information about themselves. This statement applies to all portions of the Library's web site except those resources restricted to Benedictine University students, faculty, and staff by license agreement or copyright law. Electronic resources with license agreements require that access be restricted to current Benedictine University students, faculty, and staff. Visitors to Benedictine University are welcome to use these resources within the library.

System administrators at the Benedictine Library track the usage of Web site and other library systems and services accessed through University servers. Information is collected about the date and time visited, the type of browser and computer operating system used by visitors, their Internet service provider and IP address, search terms used and links followed, and the sequence of pages visited on Benedictine University sites. This transaction history log is not stored in such a way as to identify particular library users and the information they access, but is aggregated for multiple users and maintained to generate statistics about the Web site.

Another common type of usage tracking relies on the use of a software application called "cookies." Users of networked computers must enable cookies in order to access a number of the Benedictine Library's 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. Benedictine University 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 Benedictine University servers will disappear when the user's computer browser is closed.

Policy Updates

The Benedictine Library will conduct a privacy audit once every year. During that time, all record holdings will be reviewed, and library staff will review patron record holding policy and procedure. The goal of the audit will be to maintain patron privacy and affirm that privacy is supported by current library actions. Additional audits may be conducted if deemed necessary by the University Librarian.

Approved by:_____   Date:_____
              Jack Fritts – Director of Library Services

Approved by:_____   Date:_____
                  Dan Julius –Provost Academic Affairs