

## **Patron Privacy Policy**

### **Borrowers' records**

Booth Library recognizes that circulation records and other records identifying the names and personal information of library users is confidential in nature. Patrons may be assured that what items they borrow is private information and will not be revealed to a third party. By the same token, Booth Library will not divulge information as to who has a particular item checked out.

Booth Library's librarians, civil service staff, and student assistants are instructed to keep circulation records confidential, not providing that information to any agency of federal, state, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative power.

Booth Library personnel are instructed to resist the issuance of enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction. In other words, library administration should consult with legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause of its issuance; if the process, order, or subpoena is not in proper form, as determined by legal counsel, or if good cause has not been shown, they will insist that such defects be cured.

### **Internet activity**

Booth Library will collect no information about visitors to its website other than what is described below.

### **Information Collected and Stored Automatically**

As patrons browse the library's website, [www.library.eiu.edu](http://www.library.eiu.edu), read pages, or download information, Booth Library will automatically gather and store certain information about each visit. This information will not identify anyone personally. The library will collect and store only the following information about patron electronic visits:

1. the Internet domain and IP address from which the user accesses the website.
2. the type of browser and operating system used to access the site.
3. the date and time of access to the site.
4. the page(s) visited.

The library uses this information to assist in making the site more useful to the library's primary clientele, the current students, faculty, and staff of Eastern Illinois University. This information is also used to learn about the number of visitors to each page and the types of technology the visitors use. Booth Library will neither track nor record information about specific individuals and their visits to the library website.

### **Information Collected and Stored Interactively**

If a patron chooses to provide Booth Library with personal information by submitting it through our website, the library will use that information to respond to the patron's question or message posed. Services such as Ask-A-Librarian, Delivery Request for Faculty, Interlibrary Loan Request, and e-Reserves may collect personal information such as the user's name, email address, local address, telephone number, Library ID number, and status. The library will not

collect personal information from such communications for any purpose other than to respond to the patron or compile statistics on patron use of such services. The library does not collect information for commercial marketing.

When using a laser printing station in Booth Library, the system will collect the user's name, University ID number, the document name given by the user, and the number of pages printed for each transaction. This information is stored securely and used only for transfer of billing information to the University Business Office or for when the user wishes to verify printing transactions.

### **Links to Other Sites**

Booth Library web pages contain many links to other sites, primarily databases and electronic journals which the library has licensed for Eastern Illinois University students, faculty, and staff. Booth Library is not responsible for the privacy practices of the content of such linked websites. When users link to another site (any URL that does not begin with <http://www.library.eiu.edu>), they are subject to the privacy policy of the new site, which may differ considerably from Booth Library's policy.

Approved:  
Library Services Council  
12/11/07