

Union College Library Patron Privacy Policy

1. As a profession, librarians place a high value on maintaining “each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.”¹ Union College Library staff members strive to protect the confidentiality of patron records. No staff member shall, at any time, disclose any personally identifiable patron or library user records including, but not limited to, circulation records, interlibrary loan requests, or reference requests, to any person other than the patron themselves unless:
 - The patron has given informed consent (in writing) for another individual to obtain that information.
 - An authorized person (Union College Library staff member) requires that information for retrieval of overdue library materials or compensation for damaged or lost library materials.
 - A law enforcement official makes the request. See item 3 for specific procedures for responding to a request from law enforcement officers.
2. Library staff may share information defined as directory information by Union College policy without student consent. Information designated as directory information by Union College includes name, home address, local address, email address, home telephone number, and local telephone number.²
3. If an official from any law enforcement agency (local police, state police, FBI) makes a request for information regarding a Union College Library user, these guidelines will be followed:
 - a. Library staff will refer anyone presenting themselves as a law enforcement official or presenting a subpoena to the Library Director or designee. Other library staff members are not authorized to provide patron information under these circumstances.
 - b. The Library Director or designee will ask for identification.
 - c. The Library Director or designee will then inform the Union College President (or administrator in charge) and initiate a request for legal counsel.
 - d. If an FBI agent presents a warrant (state and local officials cannot administer search warrants under the USA PATRIOT Act), the staff member shall not interfere with their search or seizure, and will contact the Library Director or designee immediately, and the Union College President (or administrator in charge) shall be informed.
 - e. Libraries or librarians served with a search warrant issued under the Foreign Intelligence Security Act (FISA) may not disclose, under penalty of law, the existence of the warrant or the fact that records were produced as a result of the warrant. A patron may not be told that his or her records were given to the FBI, or that he or she is the subject of an FBI investigation.

Approved 6/7/2010

¹ <http://www.ala.org/ala/aboutala/offices/oif/statementspols/codeofethics/codeethics.cfm>

² Union College Bulletin 2008-2010, pg. 18.