

Joyner Library Procedure Manual

200.26

Subject: Library Privacy

Title: Library Privacy Statement

Administrative Procedure – Date Issued by Administration: July 29, 2019

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Director: Jan S. Lewis

Joyner Library is a learning organization and is committed to the responsible and ethical use of data to support its operational and strategic needs in alignment with its mission, values and university commitments. Joyner Library complies with the Family Educational Rights and Privacy Act (FERPA) and the policies, rules, and regulations established by East Carolina University and federal and state laws, and honors the discretion, privacy, and future opportunity of its users.

Examples of ways the library uses data include:

- To circulate books, equipment, and other library resources
- To improve the provision of resources and services
- To support patron use of library spaces, access to technology and to ensure security
- To assess use, demand, and satisfaction with library resources and services
- To document the library's contributions to teaching, learning, and research outcomes
- To execute functions that facilitate user interaction with certain third-party providers.

To the greatest extent possible, user data collected from library engagement, either in-person or online, is limited to anonymized, non-identifiable demographic and academic information. Demographic and academic information consists of categories such as student classification (e.g. first year

Direct access to information which can be directly or indirectly tied to a specific person is limited to that which is required by workflow processes to run queries and generate reports. It is deleted at the earliest possible point of the information collection, reporting, and analysis process. The goal is to collect and retain only the minimum amount of information needed to provide and evaluate library-related services. The library strives to keep all personally identifiable information confidential and will not sell, license, disclose, or release this information (beyond directory information) without prior written consent unless compelled to do so under the law or as necessary to protect library resources or library operations.

Joyner Library employees are regularly trained and reminded of their responsibilities with respect to student information. Those with direct access to personally identifiable user data are required to have completed applicable data management and privacy training.

User data generated for analysis is stored in a secured ECU network location with restricted password access and deleted at the earliest possible point of the information collection, analysis, and reporting process.

According to the University's PRR on the Family Educational Rights and Privacy Act (FERPA or Buckley Amendment), "Students may block disclosure of their directory information. To block disclosure of directory information, a student must file a Non-Disclosure Form with the Office of the University Registrar by the official census date listed on the academic calendar for the current term of enrollment. These blocks must be renewed each term."

For questions about the library's user data collection and analysis, please contact the Assistant Director for Public Services.