

Syracuse University Library Privacy Policy

Introduction

The Syracuse University Library (“Library”) is committed to protecting the privacy of all who use its services, in person or online. This Privacy Policy provides information about the information the Library collects and uses, and why it uses such information.

The Library provides a vast array of services. Many services do not require users to divulge any information to Library staff or systems. Other services, however, require users to provide some information in order to receive or benefit from the service.

At all times, the Library’s staff keeps confidential all information about our users, their activities, and their research choices to the extent allowed by law. All Library divisions and personnel comply with New York state law that governs the confidentiality of library records.

The remainder of this Privacy Policy provides details about the Library’s collection and use of various types of information. If you have any questions, comments, or concerns about this policy, please contact the Copyright & Information Policy Adviser at cipa@syr.edu.

Definitions

“**Individual Information**” includes personal name; physical addresses (including permanent residence address and temporary residence address); electronic addresses (including e-mail; instant messaging addresses or screen names; and VOIP addresses or screen names), telephone numbers, and social security number.

“**University Information**” includes SU ID number, NetID, and any cards or artifacts that include such numbers or identifiers.

“**Authenticated Services**” are Web-based services the Library provides through the Library Web site that require proof that the visitor using the service is affiliated with the Syracuse University community. Authenticated Services – such as “Request,” “My Account,” and “My Bookbag” and using databases off-campus – may require users to provide University Information.

The “**Library Web site**” includes content, files, and servers the Library manages or controls, including, but not limited to, those under the addresses <http://library.syr.edu>; <http://summit.syr.edu>; and <http://libsfx.syr.edu>.

“**Business Transactions**” are agreements between individuals or institutions and the Library that may have federal or state income tax, trust, or estate implications.

New York State Law

New York State law (N.Y. C.P.L.R. § 4509), which outlines the confidentiality of patron records, says in substantive part:

Library records, which contain names or other personally identifying details regarding the users of ... college and university ... shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

“Library records” include information related to:

- circulation of library materials;
- computer database searches;
- interlibrary loan transactions;
- reference queries;
- requests for photocopies of library materials;
- title reserve requests; or
- the use of audio-visual materials, films or records.

The Library and its staff complies with New York’s law concerning the confidentiality of patron records.

Details on Library’s Information Gathering

This section provides details about the Library’s information gathering practices.

1. Browsing the Library Web site: The Library collects and stores certain information automatically when people browse the Library’s Web site. This information includes:

- Internet domain (i.e. .edu for educational accounts, .com for commercial accounts);
- IP address;
- Type of browser and operating system used;
- Date and time of access;
- Pages visited; and
- Referring URL

The Library uses this information to track site usage, monitor site performance, and generate aggregate statistics. The Library, however, does not record, maintain, or track any Individual Information or University Information while visitors are browsing portions of the Library Web site that do not contain Authenticated Services.

2. Reference: When visitors seek assistance at the reference desk, the Library does not require them to provide Individual Information or University Information. The Library may require a

visitor to provide University Information, however, in order to use the Library's online resources. Also, the Library may ask users for Individual Information or University Information in order to improve or customize online or face-to-face reference services.

The Library may use information it collects during reference transactions for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

3. Catalog (SUMMIT): When users browse or search SUMMIT, the Library's online public access catalog, the Library collects and stores information that is similar to what it collects when visitors browse the Library Web site. If visitors seek to use Authenticated Services within SUMMIT, however, they must provide University Information.

The Library may use information it collects from the SUMMIT system for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

4. Circulation: The Library requires all users to provide University Information in order to borrow materials from the Library, including books and laptop computers.

The Library may use circulation information it collects for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

5. Inter-Library Loan: The Library requires all users to provide University Information in order to borrow materials from other libraries through the inter-library loan ("ILL") service.

The Library may use ILL information it collects for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

6. Online Resources: When a member of the University community is on campus, that person can access the Library's online resources without having to provide Individual Information or University Information. (This presumes a person already has logged on to the University network, which requires providing University Information.)

When a member of the University community is off-campus, however, that person will be required to provide University Information in order to use the Library's online databases.

The Library may use information that it collects about online database use for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the

information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

7. Library Research Initiatives: In order to improve its services to the community, the Library occasionally may conduct survey studies, issue questionnaires, or perform other data gathering activities. During these initiatives, the Library may ask visitors to provide Individual Information or University Information. In these circumstances, the Library considers this information optional: the visitor or user can choose whether or not to provide this information. Further, a visitor's decision to withhold Individual Information or University Information from a Library employee who is conducting a research initiative will not harm, diminish, or otherwise affect the level of service that visitor receives from the Library.

The Library may use information that it collects from research initiatives for internal business purposes and to improve Library services. Whenever this occurs, the Library will use the information in a way that eliminates all Individual Information, and strips any personally identifying connectors from University Information.

8. Business Transactions: Under federal or state law, the Library may be required to collect, track, and keep Individual Information whenever it conducts a Business Transaction with an individual or institution. In these cases, Individual Information may include taxpayer identification numbers.

The Library may use information that it collects from Business Transactions for internal business purposes only. Whenever this occurs, the Library will divulge Individual Information only to the following parties:

- University officials who are authorized to handle such information;
- state or federal taxing agencies upon official, written request;
- an individual's duly authorized attorney or estate executor; and
- an organization's duly authorized representative, upon written request.

The Library retains Individual Information associated with Business Transactions for a period time mandated by state or federal tax laws, and consistent with the University's data retention schedule.

Summary

This chart summarizes the Library's information gathering practices.

Service	Service Type	Individual Information Required?	University Information Required?
Web site browsing	Browsing only	No	No
	Authenticated Services ¹	No	Yes
Reference ²	In Person	No	No
	Online	Optional	Yes
Catalog (SUMMIT)	Browsing only	No	No
	Authenticated Services ¹	No	Yes
Circulation	All	No	Yes
Inter-Library Loan	All	Yes	Yes
Online Databases ³	On-campus	No	Maybe
	Off-campus	No	Yes
Library Research Initiatives	All	Optional	Optional
Business transactions ⁴	All	Yes	No

Notes:

1. Authenticated services often require University Identification.
2. Includes consultations with the Copyright & Information Policy Adviser.
3. On-campus, wireless use of online databases presumes prior authentication to the University network (including AirOrange). University Information is required to login from a Library computer workstation.
4. Federal regulations may require taxpayer identification numbers for certain Business Transactions (including selling books to the Library).

Social Security Numbers

There is no service the Library provides – in person or online – that requires a user to provide his or her social security number. Except for Business Transactions, if a Library staff member or affiliated Library service (including an online database) requests your social security number, please contact the Library's Copyright & Information Policy Adviser immediately at cipa@syr.edu.

Contact

If you have any questions about this Privacy Policy, please contact us through our Web site or write to us at

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Metadata

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