

## UNIVERSITY LIBRARY PRIVACY POLICY

The Georgia State University Library is committed to protecting the privacy of users of our services and collections. In order for the Library to process patron transactions, certain personal information is required and collected. The Library will not share, sell, or transfer any personal information to a third party unless required by law or requested by the patron.

Library account information is used (and remains confidential) when the patron chooses to borrow or request materials or services. Only authorized Library personnel may access personal information stored in the Library's files and computer systems.

The Library's Live Assistance (online chat) service involves the capture of identifying information and the content of the patrons' comments and questions in order to provide responses and gather general usage statistics. This information may be kept in an externally hosted database, but no personal information will be shared, sold, or transferred to a third party unless required by law or requested by the patron.

In order to answer patrons' questions, Library personnel may refer patrons to online resources or websites, such as full-text journals or research databases, which are not maintained by the Georgia State University Library. Patrons are advised that these sites may have different privacy policies or no privacy policies at all. The Library has no control over or responsibility for the content or existence of privacy policies for online resources and websites available outside of the Georgia State University Library website.

*Developed by Instruction & Reference, July 2003. Approved by Library Administrative Council August 19, 2003. Revised by Learning Commons September 18, 2007. Reviewed by LibAdmin October 23, 2007. Approved by Library Administrative Council (via email) October 31, 2007. Revised by Learning Commons May 29, 2009. Approved by Library Administrative Council June 2, 2009. Combined with Georgia Perimeter College Libraries' general Privacy Policy, revised by Library Administration, and reviewed by the GSU Office of Legal Affairs, October 2016.*