

Confidentiality and Privacy of Records

All records or information (formal or informal) in EOU Library, relating to the use by library patrons of any service or resource provided by the library, are considered to be confidential. These include, but are not limited to, the following: verbal and written reference service; all circulation records, including patron registration information; all interlibrary loan transactions; all electronic database services; and all book orders.

Video cameras are in place at library entrances and in the library computer classroom to deter crime. The EOU security department is responsible for maintenance of the cameras and storage of the video recordings. The Library Director and the library building manager have access to the recordings, and will only access these recordings in consultation with the security department, in the context of a specific incident or concern that bears investigation.

EOU Library provides access to information and ideas from many diverse perspectives. The unwarranted release of information concerning patrons' use of the library results in deterring people from freely seeking information through the library.

In order to prevent an unreasonable invasion of personal privacy, the information mentioned above shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order, or subpoena under the law.

Upon receipt of any process, order, or subpoena, the person served shall immediately consult with the Library Director, who will contact EOU legal counsel to determine if such process, order, or subpoena is proper and in full compliance with proper legal authority. In the event that the legal process fails to sufficiently identify or name in specific terms or specifications the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the library and its personnel, except under further due process of law.

Any problems, questions, or issues relating to the privacy of a patron through the records of EOU Library which are not specifically provided for in this policy statement shall be referred to

the Library Director, who after study and consultation with the authorities of Eastern Oregon University and/or legal counsel, shall issue a written decision as to whether to heed the request for information.

Policy based on "Policy on Confidentiality of Library Records" adopted by the Council of the American Library Association, January 20, 1971,; revised July 4, 1986 by the ALA Council; and as reflected in the Privacy of Records Policy of the Eugene Public Library, April 4, 1979.