The Oklahoma State University Library is committed to protecting your privacy to the greatest extent possible, subject to the provisions of state and federal law. Our Library believes that privacy is an essential element of intellectual and academic freedom and endorses the American Library Association’s Code of Ethics, which states: “We protect each Library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

Personal Information

The OSU Tulsa Library takes the collection of personal information required to provide services very seriously. Personal information is kept for the shortest amount of time necessary to complete the requested service transactions.

Access to personal information is restricted to Library staff. Personal information is never used for commercial purposes and will not be revealed to any third party except by such process, order, or subpoena authorized by law (including court orders resulting from the surveillance provisions of the USA Patriot Act) and only after clearance from our legal department.

General Policy on Confidentiality of Library Records

Our staff is authorized to request identification from students and guests as necessary and appropriate for use of Library services, such as issuing a card, reserving materials, computer usage, registering for a meeting room, and when using Community Borrower cards or OK-Share Cards. Requesting identification is necessary for the protection of the card holder as well as the Library. We do not record your personal information, but rather the type of user that you are (i.e. Community Borrower, OK-Share, Alumni, etc.). This information can then be used for statistical purposes.

Information provided to the circulation desk by all borrowers is kept strictly confidential.

Refusal to provide proper identification when requested may be grounds for refusal of service and Campus Police may be notified.

All Community Borrowers and Ok-Share Card holders must provide picture identification in the form of a driver’s license or state issued ID when borrowing materials or using the computers.

All patrons should be aware that there is no expectation of privacy while using a Library computer. Inappropriate computer usage may result in refusal of services.
All patrons are expected to adhere to the OSU computer policy and may not put the computers to any illegal or unethical use. The Library abides by all local, state, and federal laws including the Oklahoma Law on Obscenity (21 Ok. Statutes, §1024.11 and following).

**Interlibrary Loan/Document Delivery**

Requestors of interlibrary loan and document delivery services receive the same protection in terms of confidentiality of their requests. In some cases, information about requests is shared with other Library staff for collection development purposes; it remains confidential within the Library. Documentation of requests will be retained by us to comply with auditing, copyright and other regulations.

**Library Surveys/Assessment Projects**

Information and data obtained by the Library through surveys (group or individual interviews or other means) in support of assessment of services, collections, facilities, resources, etc., or in support of research related to Library and information services, are considered confidential and will not be shared except in aggregations, to protect the privacy of individual participants.

**Reference Interview**

The information provided by a patron during a reference interview is kept strictly confidential. The goal of the reference staff in recording any information about the interview would be to further assist the patron. At no time would the patron’s personal information be recorded without permission and only in an effort to further assist that patron with an answer. Patron’s should always feel comfortable asking questions in our Library and should not worry that their information will be shared.

**Reference E-Mail**

The Library does not maintain a record of your information request when answering an email question. All pertinent personal information is stripped. However, the Library does keep records of the questions for statistical purposes only.

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