

Privacy Policy

Policy Statement

The TWU Libraries value each individual's privacy concerning use of library resources and actively seeks to preserve those rights. Protecting user privacy and any confidential information that identifies individuals with their use of library materials, technology, equipment, and staff assistance is an integral part of the Libraries' role. This Privacy Policy affirms the Libraries' commitment to privacy, explains the information collected by the us, and alerts visitors and users of remotely accessed library services to their privacy choices. The TWU Libraries reserve the right to amend policies at any time without notice. All of the privacy and public access obligations of the Libraries are governed by University policy, Texas Constitution and statutes, and by any applicable U.S. federal laws.

Staff Access to Personal Data

Library staff can access personal data stored in the Libraries' computer systems only for the purpose of performing their assigned library duties. Staff will not disclose any personal data that we collect from users to any other party except where required by law or to fulfill your service request.

Library Cards and Circulation Records

Library cards for TWU faculty, staff, and students are their University ID card. Non-TWU users will provide identifying information (name, address, telephone number, email address) to receive a borrower's card. This information is retained as long as the user is a student or employee of the University or as long as the library user continues to be a user in good standing.

Library patron records include information regarding items currently checked out, placed on hold or recalled, overdue fines and fees, patron type, and count statistics (number of items borrowed, lost, etc.). The Library does not maintain a history of what a user checked out once the books and materials have been returned. If fines accrue on a user's account, the Libraries do maintain the information needed that shows the items effected, but once the fines are cleared, the information automatically goes away.

Current TWU students, staff, and faculty information is loaded daily into the library's system based upon records from the Registrar's and the Human Resources Offices.

Email, Web Forms, Reference Questions, and Interlibrary Loan

Information given to the Libraries by email or web forms will only be used for the purposes described. This might be a response to an email, a request for information, or to update

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information. We do not share this information. All reference questions and interlibrary loan requests are treated confidentially, regardless of how they are communicated. To protect your privacy, always close your web browser upon completion of your session.

Information Automatically Collected and Stored

When users visit the Libraries' web pages, you do so anonymously. However, certain information is automatically collected regarding your visit (pages viewed, time on pages, browser type, operating system, etc.). The TWU Libraries only use this information for statistical analyses because it is a good measure of how useful our web pages are to users. Personal information from these web sessions is not collected or used by the Libraries. When visiting the Libraries, users log in to workstations through their Portal account while visitors are individually logged in by staff. It is the user's responsibility to log off when they are finished. Login records are only used when there is a need to identify who has used the computer.

Library Databases

The Libraries link to other websites and licensed databases that are maintained outside of Texas Woman's University. The Libraries are not responsible for privacy on these external third-party websites. Many of these providers give users an option to set up an individual account or profile. Information from a personal account is not collected. It is important that users log off of any type of personal account before exiting.

Disclosure

TWU Libraries retain the right to release your personal information to proper authorities when required by law or in good faith believe that we must release the information to:

- Satisfy a legal order or comply with a legal process
- Defend the rights of Texas Woman's University
- Protect the personal safety of Texas Woman's University employees, students, affiliates, customers, or site users