

NFCC Library Privacy Policy

I. Library Registration/Circulation Records (“Borrower Records”)

A. It is the responsibility of every library staff member to protect the privacy of library borrower records.

1. North Florida Community College Library borrower records are defined as any library records that link a specific individual to a particular library registration, circulation transaction (including interlibrary loan), or financial obligation. These records are commonly known as “circulation” or “borrower records.” This policy applies to any borrower records/transactions relating to services provided by the Florida Virtual Campus (FLVC).
2. In accordance with 20 US Code, Section 1232g (FERPA) and Section 1002.22 of the Florida Statutes, all borrower registration and circulation records in any format, including microform, paper copies and electronic data files, are private.
3. Record retention is limited to the period such information is needed for normal library operations, after which the information is purged. Specific retention periods are as follows: circulation overdues, five years; interlibrary loans, two months; acquisitions, until the following June 30; and audiovisual, for the length of the equipment loan.

B. Information from registration or circulation records may be accessed, modified, discussed, printed and/or released in the following situations in accordance with established procedure:

1. By or for a library employee or a member of the FLVC staff for a demonstrated work-related need.
2. To an individual borrower who requests his or her own borrower/circulation records in person or in writing, or who provides written permission for the release of his or her registration or circulation records.
3. To an agent of the Federal Bureau of Investigation, or other law enforcement officer with a valid search warrant or subpoena.
4. To a court of competent jurisdiction in compliance with an order of that court or the attorney of record pursuant to a lawfully issued subpoena.

C. No one, except the Director of Learning Resources, following established procedure shall release to a third party any of the following:

1. Information in any format regarding library materials requested, borrowed, or utilized by library users.
2. Information regarding a borrower's financial obligations. The Library Technical Assistant for Circulation may generate and make available to the institution information regarding outstanding borrower obligations so that a hold may be placed on the student's record.
3. Student information – i.e., name, address, telephone listing, birth date, social security number, gender, financial obligations, or as otherwise identified in 20 US Code 1232g(5)(a) and Section 1002.22 of the Florida Statutes.
4. Personal information regarding non-student borrowers as specified by Section 257.261 of the Florida Statutes.
5. Reports, notices, forms, printouts, etc. regarding a borrower's personal transactions.

D. Student computer users are advised that Internet sites accessed using student logons can be traced. Students are also advised that the network computer printers are not private and that the library is not responsible for the privacy of computer-printed materials.

E. Great care must be exercised in handling all requests for private information, including those made by college or library employees. Consult the library's written procedure manual or immediate supervisor to determine the appropriate course of action. All court orders, search warrants, and subpoenas requesting private information should be referred immediately to the Director of Learning Resources, who will consult with the College Attorney.

II. User Accounts

- A.** Staff with a work-related need to access data in FLVC services will be assigned a user account with appropriate privileges so they may access and modify records. User account privileges are based on the access needed to perform specific job duties. User accounts are authorized by the college's FLVC administrative contact and maintained by FLVC.
- B.** Individual passwords to access the statewide FLVC system are private to the person assigned the user account. Each staff member is responsible for data retrieved or modified with the assigned user account.
- C.** Generic accounts may be maintained for the convenience of a department. Although access is shared by several individuals, it is each individual's responsibility to ensure the privacy of the password. All individuals using

the generic account are assigned equal responsibility for actions taken during its use.

- D.** No staff member, including student assistants, career staff members and librarians, will release his or her individual or generic password to any other individual, including supervisors, colleagues, subordinates, and friends
- E.** Staff is not to permit or assist any unauthorized person to access FLVC services.
- F.** Staff is responsible for ensuring that their user accounts reflect current responsibilities. If a staff member's campus assignment or responsibilities change, he or she should inform the supervisor so that a user account review may be performed. A staff member who needs to access data or perform a function that is not possible with the current user account should inform the supervisor.
- G.** A staff member who feels his or her password or user account has been compromised in any way should change the password immediately and inform the supervisor.
- H.** The administrative contact shall advise FLVC to delete the user accounts of staff who have terminated their employment at the library.

III. Policy Violation

Violation of this policy may result in punitive action, including reprimand, dismissal, or civil/criminal actions against the individual employee and/or institution. Nonconsensual release of directory or financial obligation information to a third party constitutes a violation of 20 US Code 1232g (FERPA) and may result in federal prosecution.