Policy - Virtual Reference Privacy Policy

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The Georgia State University Library is committed to protecting the privacy of users of our collections and services.

The Library's virtual information services may require collection of transcripts and limited personal information 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 sold, shared, or given to a third party unless required by law or requested by the patron.

While answering a patron's question, the Librarian may refer a patron to web-based resources or websites, such as full-text journals or information databases, which are not maintained by the Georgia State University Library. Patrons are advised that these sites may have different privacy policies and some may not maintain a privacy policy at all. The Georgia State University Library has no control over or responsibility for the development, content or existence of privacy policies on websites available outside of the Georgia State University Library website.