



CONFIDENTIALITY OF USER RECORDS

Policy Number: 2022-006
 Revisions approved: June 2022
 To be reviewed: June 2025

Purpose or intent:

The Town of Trochu Library Board and staff are subject to the *Libraries Act* and *Freedom of Information and Protection of Privacy Act* (FOIP). The information collected at the Library shall be purposeful and securely stored. Information will be disclosed under a limited number of circumstances. Aggregate data without personal identification will be available for statistical reporting and analysis.

Authority:

The Town of Trochu Library Board is required to establish policies with respect to:

“confidentiality of user records, except where disclosure is required by law.”

Libraries Regulations 7(1)(a)

Policy Statement(s):

1. Library board members, staff, and volunteers will only collect members’ personal information when it is required for the purposes of delivering public library service.
2. No records are kept of the frequency of visits to the library by specific members.
3. No records are kept of a cardholder’s item checkout history unless the cardholder has given permission while filing his/her electronic profile during the on-line membership application. If this record is kept, it is subject to disclosure with the cardholder’s other records under the conditions described in points 4 and 9.

Privacy and Disclosure

4. Library staff, board members, and volunteers will not disclose a patron’s personal information to a third party without the individual’s consent, except:
 - a. in response to a court order (e.g. subpoena, search warrant) or another specific written request from a law enforcement agency to assist in an investigation. Library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order and are not required to comply with other written requests.
 - b. in partnership with other Alberta libraries and library systems for the purposes of sharing materials under conditions defined in existing resource sharing agreements and programs (e.g. interlibrary loan agreements, ME Libraries), collecting fees or fines, and retrieving borrowed materials.



- c. for the purpose of contacting next of kin or emergency response personnel in the case of an emergency.
5. The cardholder's signature on the Town of Trochu Library card signifies agreement with the cardholder statement on the library card: "I accept responsibility for all items borrowed on this card and will abide by local library policies." This includes the sharing of personal information in the exceptional circumstances indicated in Section 4 of this policy.
6. No member information, including their presence in the library, will be given over the phone.
7. Staff and volunteers are to keep confidential the reading and viewing habits of individual members.

Aggregate Data Usage

8. This policy does not prevent data gathering and reporting in aggregate without individual cardholder's identifiable information for the purposes of statistical reporting, analysis and decision-making.

Access to Cardholder's Own File

9. Upon request, a library member will be given access to all information concerning their records that the library has on file. Access to a member's record is limited to that member except where the member is a minor, or if the member has given written permission for someone else to access their records. Where a parent or guardian's signature is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records for retrieval.

Pam Bezanson, Library Chairperson

Date