

TITLE	DATE PASSED	REPLACES
Confidentiality of User Records	May 13th, 2021	2_FS.03.2015
POLICY #	SECTION	DATE LAST REVIEWED
2_FS.04.2021	2_Foundations of Service	

Purpose: The Town of Peace River Library Board supports the individual’s right to privacy and recognizes the confidential nature of the personal information gathered by the Library. This policy is in accordance with the Libraries Act and Freedom of Information and Protection of Privacy Act regarding confidentiality of user records.

1. Library board members, staff, and volunteers will only collect patrons’ personal information when it is required for the purposes of delivering public library service & programming.
2. No records are kept of the frequency or content of visits to the library by specific patrons.
3. No records are kept of a cardholder’s item checkout history, unless the cardholder has given written permission for this record to be kept. If this record is kept, it is subject to disclosure with the cardholder’s other records under the conditions described in points 4 and 8.
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:
 - 4.1. 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. Note that library representatives are only required to disclose personal information to law enforcement officers upon presentation of a written court order. They are not required to comply with other written requests.
 - 4.2. 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, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
 - 4.3. for the purpose of contacting next of kin or emergency response personnel in the case of an emergency
5. Cardholders will sign a form acknowledging that their contact information will be available to other organizations for those purposes.
6. No patron 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 patrons.
8. Upon request, a library patron will be given access to all information concerning their records that the library has on file. For detailed information on such requests, please see the FOIP policy number 2_FS.06.2021.
9. The Library Director, staff, & volunteers will take reasonable steps to ensure confidentiality of user records is maintained.

10. Any suspected data breaches (incidents where information is suspected to have been exposed) will be reported to the Library Director.
11. The Library Director will investigate the suspected data breach incident and will respond accordingly.

Note: This policy replaces some aspects of 2_FS.03.2015. Policies 2_FS.03.2021 and 2_FS.06.2021 were designed to more clearly separate policies pertaining to FOIP requests and the outlining the confidentiality of user records. This policy includes additional material such as the responsibilities to report and investigate data breaches.

Thank you to Katherine Wiebe of Peace Library System & Ken Allen of Public Library Services Branch for their support in creating this policy.

Sources

Grande Prairie Public Library Policy Manual. (2018). Retrieved April 15, 2021, from <https://www.gppl.ca/assets/Documents/board/Policy~Manual/POLICY MANUAL - March 2021.pdf>

Policies and Bylaws: A Guide for Alberta Public Library Boards. (2017). Retrieved April 15, 2021, from <https://open.alberta.ca/dataset/16450bbb-2ce2-42e1-88eb-003e40e035bb/resource/202e731d-d1ee-4bae-bdcb-35cbca5d0f4a/download/policies-and-bylaws-guide-final-september-2017.pdf>