

Hanna Library Board

Confidentiality of User Records Policy

Hanna Public Library and its board and staff are subject to the *Libraries Act* and *Freedom of Information and Protection of Privacy Act* (FOIP).

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.
2. No records are kept of the frequency or content of visits to the library by specific patrons.
3. Cardholders will be informed that their reading history is being kept track of in the library computer system; it will not be kept if they request it not to be. 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:
 - 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. 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.
 - 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, TAL Card, 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. No patron information, including their presence in the library, will be given over the phone.
6. Staff and volunteers are to keep confidential the reading and viewing habits of individual patrons.
7. Upon request, a library patron will be given access to all information concerning their records that the library has on file. Access to a user's records is limited to that user except where the user is a minor, or if the user 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.

Procedures

1. When a new registration is created for a patron information will only be recorded in LEAP/Polaris. If a patron requires a paper registration form, the registration information will be entered into LEAP/Polaris and the paper registration will be shredded immediately.
2. Permanent patron records are only stored on LEAP/Polaris. No paper patron records are stored in the library building.
3. Staff/Board members must turn over any records they may have relating to library business at the end of their employment/term.

References

Libraries Regulation 7(1)(a)

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