

CONFIDENTIALITY OF USER RECORDS

PURPOSE

The City of Lethbridge Library Board has a mandate to provide library services to the city. The purpose of this policy is to support the individual's right to privacy and to recognize the confidential nature of the personal information gathered by the Library. This policy is in accordance with the Province of Alberta *Libraries Regulation*, and the Province of Alberta *Freedom of Information and Protection of Privacy Act (FOIPP Act)*.

PERSONS AFFECTED

City of Lethbridge Library Board/Library employees/ Volunteers

POLICY STATEMENT

It is the policy of the City of Lethbridge Library Board that the collection, use, disclosure, and storage of personal information related to customer use of its facilities, services, collections and web site, are undertaken in accordance with the *FOIPP ACT*.

Access to user records is provided to library staff and volunteers as required in order for them to carry out the business of the library. Records of library members are stored on a single database for all Chinook Arch Regional Library System member libraries, therefore member records may be accessed by other Chinook Arch Regional Library System libraries' staff if required. In accordance with the *FOIPP Act*, member records may be shared with other libraries within Alberta for the purpose of collecting late fees and retrieving borrowed materials.

Upon request, a library user will be given access to all information concerning their records that the library has on file. Access to a user's record is limited to that user with the following exceptions:

1. In response to a subpoena or court order or as required by law.
2. For the purpose of contacting next of kin or emergency response personnel in the case of an emergency.
3. In the case of a library user twelve (12) years of age and under, access is also provided to the parent.
4. In the case of a library user thirteen (13) to seventeen (17) years of age inclusive, access is also provided to the parent only if the information is provided to aid in the retrieval of overdue library material or the collection of outstanding library charges.
5. In the case of a person with diminished capacity such that the law has deemed that person not to be responsible for their actions, access will be provided to the person(s) noted in the user record as assisting in the management of the care and return of library materials.
6. Adults accompanied by a guardian or support worker representing an agency responsible for their care.

Where not covered by this policy, access to user records will be in accordance with the *FOIPP Act*.

REFERENCES

- Province of Alberta *Libraries Regulation*
- Province of Alberta *FOIPP Act*

REVISION HISTORY

- March 12, 2014: New policy
- May 9, 2018: Revised
- March 23, 2021: Reviewed