

Confidentiality of Patron Records and Personal Information Policy

<i>Topic</i>	Administration
<i>Authority</i>	Board
<i>Related Documents</i>	<u>Alberta Freedom of Information and Protection of Privacy Act</u>

The Regional Municipality of Wood Buffalo Library Board supports the individual's right to privacy and recognizes the confidential nature of the personal information gathered by Wood Buffalo Regional Library (WBRL).

WBRL only collects patron personal information with the express consent of the patron and when it is required for the purposes of managing, assessing, delivering, and communicating library services.

Personal information includes, but is not limited to, name, contact information, date of birth, name of parent/guardian, materials borrowed, outstanding charges, requests for information and/or materials, use of electronic resources, attendance at programs, and an individual's use of the library facility.

Access to Patron Records

WBRL provides access to patron records to library employees and volunteers as required for them to carry out the business of the Library, including recovering library property and collecting fees.

Upon request from a library patron, WBRL provides access to all information concerning their records that the Library has on file.

WBRL does not sell, give away or lease personal information stored in its records. WBRL does not disclose a patron's personal information to a third party without the individual's consent or subject to the following:

- 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. WBRL is only required to disclose personal information to law enforcement officers upon presentation of a written court order; WBRL is not required to comply with other written requests.
- For the purpose of contacting next of kin or emergency response personnel in the case of an emergency.
- For the purpose of ensuring safety and security in a shared facility.
- 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.
- In keeping with WBRL procedures for recovering Library property, and/or unpaid fees, fines, or other charges (e.g. collection agency).
- In keeping with WBRL conditions for the issuance of library cards and accessing a borrower's record, as follows:

Borrower	Parent/Guardian Access <i>(Granted to a parent/guardian who has authorized and taken responsibility for the borrower's card.)</i>	Other Access
Ages 11 and under	Full access to record. (Parent/guardian required.)	Full access to those persons named on a Permission for Access form signed by the parent/guardian until: <ul style="list-style-type: none"> • Parent/guardian rescinds permission. • Borrower turns 12.
Ages 12 to 15 inclusive	Access to information to aid in retrieval of overdue library material or collection of outstanding library charges. (Parent/guardian required.)	Full access to those persons (including parent/guardian) named on a Permission for Access form signed by the borrower until: <ul style="list-style-type: none"> • Borrower rescinds permission.
Ages 16 and 17	Access to information to aid in retrieval of overdue library material or collection of outstanding library charges. (Parent/guardian not required, but can be included.)	Full access to those persons (including parent/guardian) named on a Permission for Access form signed by the borrower until: <ul style="list-style-type: none"> • Borrower rescinds permission.
Ages 18 and over	Not Applicable	Full access to those persons named on a Permission for Access form signed by the borrower until: <ul style="list-style-type: none"> • Borrower rescinds permission.
Diminished capacity such that the law has deemed that person not to be responsible for their actions	Not Applicable	Full access to the person(s) noted in the record as assisting in the management of the care and return of library materials.

History

Created: 1999.

Revised: September 14, 2014. January 20, 2021. November 17, 2021.