

## Confidentiality of Patron Records and Personal Information Policy

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<i>Policy Number</i>	PMP-03
<i>Topic</i>	Privacy Management Program
<i>Authority</i>	Board
<i>Related Documents</i>	<a href="#">Protection of Privacy Act</a> <a href="#">Access to Information Act</a> Privacy Management Program Policy PMP-01

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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 is committed to protecting personal privacy and ensuring compliance with Alberta’s Protection of Privacy Act (POPA) and Access to Information Act (ATIA).

WBRL collects patron personal information with the consent of the individual or as authorized under POPA, and only where it is required for the purposes of managing, assessing, delivering, and communicating library services.

Personal information is collected under the authority of POPA for the operation of library services and programs.

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. Personal information will be used only for the purpose for which it was collected, or for a use consistent with that purpose, unless otherwise authorized by law.

WBRL protects personal information using reasonable administrative, technical, and physical safeguards to prevent unauthorized access, use, disclosure, modification, or destruction.

WBRL retains personal information only as long as necessary to fulfill the purposes for which it was collected and in accordance with approved records retention schedules. Personal information is securely destroyed when no longer required.

### Access to Patron Records

WBRL provides access to patron records to library employees, volunteers, and authorized individuals on a need-to-know basis to carry out library operations, including recovering library property and collecting fees. All individuals with access to patron information are required to maintain confidentiality. Upon request from a library patron, WBRL provides access to all personal information concerning their records that the Library has on file, in accordance with ATIA and POPA. Patrons may also request correction of their personal information where they believe an error or omission has occurred.

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 except where required or authorized by law, including the following:

- In response to a court order (e.g. subpoena, search warrant) or as otherwise required or authorized to assist law enforcement investigations
- 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)
- As otherwise permitted or required under POPA

### Access to Borrower Records

Borrower	Parent/Guardian Access	Other Access
Ages 12 and under (Child)	Full access to record (Parent/guardian required). Access is only granted to the parent/guardian who has authorized and taken responsibility for the child's card.	Designated by authorized parent/guardian: Full access to those borrower records associated with the child's record until: <ul style="list-style-type: none"> <li>• Parent/guardian rescinds permission</li> <li>• Cardholder turns 13. A second parent or guardian must be authorized by the primary parent on the record.</li> </ul>
Ages 13 to 17 inclusive (Youth)	No access to record unless designated by youth cardholder. (Parent/guardian not required.)	Designated by youth cardholder: Full access to those borrower records (including parent/guardian) associated with the youth's record until: <ul style="list-style-type: none"> <li>• Cardholder rescinds permission</li> </ul>
Ages 18 and over	Not applicable	Designated by cardholder: Full access to those borrower records associated with the cardholder's record until: <ul style="list-style-type: none"> <li>• Cardholder rescinds permission</li> </ul>
Diminished capacity	Not applicable	Designated by person responsible for cardholder: Full access to those borrower records associated with the cardholder's record or the person(s) noted in the record as assisting in care and return of materials until: <ul style="list-style-type: none"> <li>• Person responsible rescinds permission</li> </ul>

### Privacy Breach Response

In the event of a privacy breach, WBRL will follow its established breach response procedures. Where a breach poses a real risk of significant harm, WBRL will notify affected individuals and the appropriate regulatory authorities in accordance with POPA.

**History**

*Created: 1999.*

*Revised: September 14, 2014. January 20, 2021. November 17, 2021. November 20, 2024. May 27, 2026*