

Confidentiality of Patron Records and Personal Information Policy

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

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

History

Created: 1999.

Revised: September 14, 2014. January 20, 2021. November 17, 2021. November 20, 2024.