

## **Confidentiality of User Records**

The following are examples of the policy on confidentiality of user records:

### **Milo Public Library**

Village: Population in 2001 117

#### **CONFIDENTIALITY OF PATRON RECORDS**

Milo Municipal Library and its board and staff are subject to the Freedom of Information and Protection of Privacy Act (FOIPP) and Libraries Act.

- A. All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials. When library members are registered, they will sign a card acknowledging that their contact information will be available to other libraries for these purposes.
- B. Patron records are stored in a single database for all Chinook Arch Regional Library System member libraries. Records of items borrowed by individual patrons are only kept on the system database for 19 days after those items are returned. For specific details, see the Chinook Arch Regional Library System Policy Manual in the library.
- C. Library board members, staff and volunteers will hold all personal information on staff and patrons (including patrons of any other libraries) in confidence. (See attached Appendix D for a list of personal information banks held by Milo Municipal Library).
- D. No records are kept of the frequency or content of visits to the library by specific patrons.
- E. Staff and volunteers are discouraged from discussing the reading habits of patrons.

### **Lacombe Public Library**

Town: Population in 2001 9,252

#### **Confidentiality of User Records**

All LPL employees and trustees shall hold in strict confidence any records or transactions relating to patrons individual memberships, use, borrowing, complaints, delinquent accounts, etc. and province. An exception will be made when required by law with a court order and approval of that court order by the Board.

**Olds Public Library**

Town: Population in 2001 6,230

**Confidentiality of User Records**

*The Libraries Act Regulation 11.3 (1)*

*Confidentiality of user records*

All OML employees and trustees shall hold in strict confidence any records or transactions relating to patrons individual memberships, use, borrowing, complaints, delinquent accounts, etc. and province.

Chair: \_\_\_\_\_ Date of  
Approval \_\_\_\_\_

\_\_\_\_\_ Date of  
Amendment \_\_\_\_\_