

**PROTECTION OF PRIVACY AND CONFIDENTIALITY**

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COMMITTEE: Strategic Leadership Team

PASSED: February 9, 2006

TOPIC: Operating Policies

AMENDED: 22 October 2015

REVIEW PERIOD: As required.

**MANAGEMENT GUIDELINES**

All staff should ensure awareness and understanding of this document. Supervisors and Managers are responsible for implementing these guidelines and for reinforcing them with their staff to ensure continued motivation and application.

1. Except as an integral part of the job there must be no discussion, disclosure or examination by staff members of the following information:
  - a library user's name
  - a library user's address
  - a library user's telephone number
  - a library user's email address
  - a library user's social media accounts
  - a library user's record
  - whether an individual is, or has been, a registered borrower
  - the number or character of question(s) asked by a library user
  
2. Library users are able to personally obtain the following information from their own patron record:
  - items checked out
  - overdues/messages
  - holds/reserves
  - patron information
  
3. A parent may access the library records of their children if they have signed for the library card on behalf of, or as well as, the child, and where the purpose of having the parent sign the child's library card is to make the parent responsible for the debt of a lost or not returned item.

Requests by parents to see the list of material borrowed, overdue or not, for their children age 13-18 who have an adult card must be referred to a supervisor for approval. (Libraries have traditionally treated adolescents as adults and allow them to sign their own library card. However, adults are still responsible for their children's actions until the age of 19 and a parent's request to see such information would not unreasonably be denied.)

4. Staff must not look in the library user History file unless they specifically require the information to fulfil their regular functions. Staff may use the History file only when the information is required to fulfil a regular circulation function.
5. Requests by any agency, including the police, for information from the patron database, must always be referred to the Director of Library Services, or, if she/he is unavailable, the Director's designate.
6. Staff must not discuss among themselves the contents of a library user's record except as an integral part of the job.
7. Staff should be careful to respect the privacy of the library user when informing them of any blocks against their cards. Specific titles and other information should be provided in a manner which protects their privacy as much as possible.
8. Staff should encourage patrons to check their own record for Holds information.
9. Documentation relating to completed reference transactions should not be displayed in any public area and will be shredded or deleted.
10. Interlibrary Loan staff will destroy paper records of interlibrary loan transactions after twelve months. E-ref staff will destroy records of completed reference queries after one month. Statistical information will be gathered to identify activity without identifying individuals.
11. All Suggestion For Purchase requests are removed and/or deleted once processed by the Collections staff.
12. Any printouts or notices with library user/staff information will be shredded.
13. The same standards for protection of privacy apply to the staff as users of the Library.

#### **RELATED POLICIES**

- PERSONAL EMPLOYEE INFORMATION - ACCESS, USE, PRIVACY AND CONFIDENTIALITY (B-HR-01.7)
- PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY (B-OP-10)