

Adopted: April 29, 2016	Last Amended: 2021
By: Palliser Regional Library Board	Last Reviewed:

## Confidentiality Policy

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### Confidentiality of Library Records

It is the policy of the Palliser Regional Library Board to ensure the privacy of its library patrons and to consider any library records to be confidential in nature.

Palliser Regional Library collects personal information directly from patrons at the time of registration or card renewal. Library records are for the purpose of ensuring the safe and timely return of library materials, monitoring usage of library material types, and maintaining standard library statistics.

As per The Saskatchewan Public Libraries Act, 1996:

#### Confidential Records

76 No librarian or other employee of a public library shall disclose any information concerning any patron, or patron record, of the public library obtained in the course of performing his or her duties, except:

- (a) for the purposes for which the information was provided or obtained; or
- (b) with the consent of the patron. 1996, c.P-39.2, s.76.

Given the personal nature of library patron records, the library strives to protect the privacy of each patron and assumes responsibility for ensuring that patron information remains confidential. Library staff will use patron information only when necessary in the execution of their duties and will take all necessary precautions to protect from disclosure:

1. patron personal information including name, address, telephone number, age and residence,
2. patron status, including library membership and blocks for overdue, damaged or lost items, or other charges, and
3. patron reading habits or history, including items checked out, requested, or being held.

A patron's permission must be secured in writing for:

1. use of their patron information for purposes outside the scope of day-to-day library operations, or
2. disclosure of their patron information to anyone not employed by the library.

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If the library wishes to be able to contact the patron for other library business not related to borrowing, such as programming, volunteering, or promotion of library activities, additional permission must be granted by the patron.

### Exceptions

Notwithstanding the above, Palliser Regional Library may disclose a patron's personal information without the patron's knowledge or consent:

- to a lawyer representing the Library;
- to comply with a subpoena, warrant, or an order made by a court or an investigative body named in Section 9 of The Local Authority Freedom of Information and Protection of Privacy Regulations, 1993;
- for the purpose of contacting next of kin or emergency response personnel in the case of an emergency; or
- if there are reasonable grounds to believe that the disclosure will avert or minimize an imminent danger to the health or safety of any person.

### Confidentiality of Internet Usage Records

All library patrons' internet usage, including user logs and internet browsing history, is confidential in nature and will not be disclosed to any other party without the patron's permission. Any record made, digital or print, of a library patron's computer usage log or internet browser history, will be deleted or destroyed by shredding after 90 days.

### Exceptions

Notwithstanding the above, Palliser Regional Library may disclose a patron's internet usage records without a patron's knowledge or consent:

- if the library equipment is used for illegal, actionable or criminal purposes including, but not limited to, harassment, libel, slander, stalking, promotion of terrorism or racism, the display of hate literature, child pornography, illicit drug literature, or obscene material. This activity will be reported to a law enforcement agency.
- to comply with a subpoena, warrant, or an order made by a court or an investigative body named in Section 9 of The Local Authority Freedom of Information and Protection of Privacy Regulations, 1993;

### Requests for Information by Authorities

If a request for confidential patron information is made by local police, the RCMP, the Canadian Security Intelligence Service, Canada Border Services Agency, Canada Revenue Agency, etc. staff must refer the requestor to the Director of Palliser Regional Library. No Palliser Regional Library staff member shall release any confidential information without permission from the Director.

## Employee Confidentiality Statement

I, the undersigned, am an employee of Palliser Regional Library. I acknowledge that I have read, understood, and will comply with, the **Confidentiality Policy**.

In addition, I understand that passwords for individual Leap/Polaris accounts are private and should not be shared with colleagues or anyone else. I agree to handle and store library records, passwords and other system information in a responsible and careful manner to protect the privacy of our patrons and the security of library systems and data.

I understand that failure to do so could result in disciplinary action, dismissal and/or legal action against myself.

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Print Name

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Associated Branch

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Signature

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Date