

Purpose: The Medicine Hat Library Board supports the individual's right to privacy and recognizes the confidential nature of the personal information gathered by the Library. This policy is in accordance with section 7(1) (a) of the Libraries Regulation regarding confidentiality of user records.

1. Definitions:
 - 1.1. Board: means the Medicine Hat Library Board
 - 1.2. User record: means, but is not limited to, name, address, date of birth, name of parent/guardian, telephone number, e-mail address, materials loaned, outstanding charges, requests for information and/or materials, use of electronic resources, attendance at programs
 - 1.3. Parent: means the custodial parent(s) or legal guardian(s)
 - 1.4. FOIPP Act: means the Freedom of Information and Protection of Privacy Act, RSA 2000, c. F-25
 - 1.5. Library Resources: means any material, regardless of format, that is held in the Medicine Hat Public Library's collection, or borrowed by the Medicine Hat Public Library, and includes books, periodicals, audio recordings, video recordings, projected media, paintings, drawings, photographs, micro materials, toys and games, kits, CD Roms, and electronic databases.
2. The Board supports the Canadian Library Association's Statement on Intellectual Freedom as it relates to access to information and confidential treatment of that access.
3. Access to user records is provided to library staff and Homebound volunteers as required in order for them to carry out the business of the library. Records of library members are stored on a single database for all Shortgrass Library System member libraries, therefore member records may be accessed by other Shortgrass Library System libraries' staff if required. In accordance with the FOIPP Act s. 40(1) (k), member records may be shared with other libraries within Alberta for the purpose of collecting late fees and retrieving borrowed materials.
4. Upon request, a library user will be given access to all information concerning their records that the library has on file. Access to a user's record is limited to that user with the following exceptions:
 - 4.1. In the case of a library user twelve (12) years of age and under, access is also provided to the parent(s) or legal guardian(s) named in the child's patron record.
 - 4.2. In the case of a library user thirteen (13) to seventeen (17) years of age inclusive, access is also provided to the parent if the information is provided to aid in the retrieval of overdue library material or the collection of outstanding library charges.
 - 4.3. In the case of a person with diminished capacity such that the law has deemed that person not to be responsible for his/her actions, access will be provided to the person(s) noted in the user record as assisting in the management of the care and return of library materials.
 - 4.4. In the case of a library user thirteen (13) to seventeen (17) years of age who wishes to allow specified other people full access to his/her user record, access is also provided to those individuals named on a 'Permission for Access' form signed by the person granting access. Full access to the user's record will be provided to the person(s) named on the form until such time as the user rescinds his/her permission.
 - 4.5. In the case of a library user twelve (12) years of age and under, full access to the user record is also provided to those individuals named on a 'Permission for Access' form signed by the parent or legal guardian. Full access to the user's record will be provided to the person(s) named on the form until such time as the parent or legal guardian rescinds his/her permission or the library user reaches thirteen (13) years of age.
 - 4.6. In the case of a Homebound patron, full access to the user record is provided to the patron's Homebound volunteer who has been designated as such by the Homebound Services Coordinator.

5. User records showing library resources used or user requests for information and/or library resources may be accessed by a law enforcement agency only upon the production of a court order.
6. Where not covered by this policy, access to user records will be in accordance with the FOIPP Act, s.40 (1).