

Library Statement of Confidentiality

NorQuest Library's best practice on confidentiality is informed and guided by a variety of overarching laws, policies, procedures, guidelines and professional conduct.

1. The Library transaction records that document the interactions of patrons (staff, student, and external borrowers) with the **circulating collection** are confidential and will not be disclosed to the public, to the college (official agency), to college employees, to family relations, to credit or collection agencies, or to law enforcement officers except by court order.
2. The Library transaction records that document the interactions of college staff with the **curriculum collection** are not confidential as these transactions are business related.
3. Curriculum and departmental resource transactions are job related transactions of a professional nature. Only college employees are permitted to borrow curriculum collection materials, thus student and external borrowers are not affected. These transactions may be shared with relevant college employees when these transactions become delinquent and replacement value is sought.
4. Library patrons are free to request a review of their own patron records and transactions.
5. Whenever possible, the Integrated Library System (ILS) will be defaulted to not archive past items borrowed.
6. The library does not include the name of the patron requesting the ILL on interlibrary loan requests sent to other institutions.
7. Manual circulation records, if kept, are shredded once the loan period is over; the material is returned to the library; or the data has been entered into the ILS.
8. The library is guided by the following legislation, policies, contractual agreements, and consortia obligations regarding confidentiality of patron records and information.
 - [Freedom of Information and Protection of Privacy \(FOIP\) Act](#)
 - [Freedom of Information and Protection of Privacy \(FOIP\) Act Policy](#)
 - [Protection of Privacy Procedure](#)
 - Intellectual Freedom in Libraries Procedure (*New)
 - Integrated Library System Services Agreement (ILSSA) (art.11 Confidentiality and Personal Privacy)
 - NEOS Policy on Sharing Materials (s.1.3 Confidentiality of Client Records)