

## NorQuest Library Standard Practice on Confidentiality

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

**Library records that document the interactions of library patrons (staff, students, general public) with library resources, collections, services and spaces are considered transitory and confidential.**

- Library patrons may be required to provide minimal personal information in order to interact with library resources, collections, spaces and services. This includes but is not limited to: systems that provide searchable bibliographic or metadata used to search resources; creation of accounts to download and make accessible digital resources; placing holds on library materials; requesting inter-library material exchange and loan; booking study or meeting space; creating an appointment for instruction; or requesting assistance with library staff.
- At all times the library requires the minimum essential personal information and sets all systems to non-archival settings. The Library understands patron-resource; patron-service interactions as transitory in nature.
- The Library's integrated system deletes all patron data from the patron database 2 years after patron expiry date.
- The Library's integrated system does not archive past items borrowed from a patron record.
- Manual records (created during system down time) are shredded once the need for the information ceases, or the information has been transferred to the automated system.
- The Library does not include the name of the patron when requesting an interlibrary loan from a partner institution. The Library uses only the Library's name and address and contact information.

### **Exceptions:**

- Library transaction records that document the interactions of college staff with the curriculum collection are not considered confidential. Curriculum and departmental resource transactions are job-related transactions of a professional nature. These transactions may be shared with relevant college employees when these transactions become delinquent and the replacement value is sought.
- Library patrons are free to request a review of their own patron records and transactions, where they exist.
- Judicial order or search warrant from a legal authority.

- Disclosure of personal information subject to **NorQuest Protection of Privacy Procedure (2018)**. *Personal information will only be disclosed...to an officer or employee of the college where the information is necessary for the performance of the duties of that person.*
- The Library recognizes the authority the OSJA to request personal information regarding a library patron when it can demonstrate the request is in relation to an open investigation. The OSJA's operational need is supported by the college's **Non-Academic Misconduct Procedure**. A request for this information must be made to the Library Chair and collected by an officer of the OSJA – not by a complainant.
- The Library adheres to data minimization principles and **when required by exception to share personal information, will limit the shared information to name, last name and service interaction information** (e.g. booked a room, booked an appointment, has a library account).

**Accompanying documentation:**

**1. NEOS Policy on Sharing Materials s.1.3 Confidentiality of Client Records, 2021.**

Confidentiality of Client Records – Material lending and borrowing NEOS Member Libraries hold circulation and client information contained in the NEOS Client File in confidence. Staff do not release to any third party:

- any information on the specific titles or subjects of those titles an identifiable client has borrowed
- a client name or address, or other revealing identification related to an item out on loan
- any information, including names and addresses, on any other NEOS Member Libraries' clients. This includes not providing such information to any clients, library users, officials of the agency the library serves, police, credit or collection agencies. This policy covers all current and historical circulation records and any interlibrary loan transactions. Client files should only be accessed for work-related purposes

The following exceptions may be made by a NEOS Member Library regarding only its own materials, and only in the following circumstances:

- with the client's consent
- judicial order or search warrant
- the client has ignored a recall request from the NEOS Member Library and/or the client has violated the terms of the lending policies. In these instances, the NEOS Member Library may release the name of the client to an official of the library in which the client is registered, and only if that library has made reasonable attempts to contact the clients for the specific title(s) in question. Information is to be given only for the specific title(s) in question
- misconduct, as defined in the relevant regulations of member institutions.

## **2. Integrated Library Systems Services Agreement (ILSSA). Confidentiality and Personal Privacy. Art.11. 2013.**

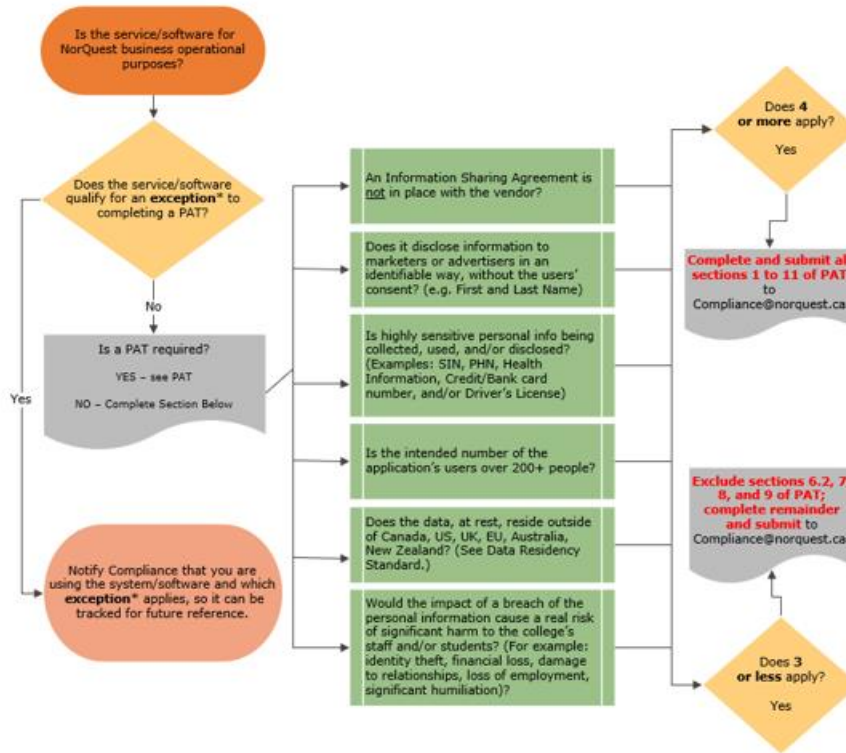
The ILSSA agreement is a legally binding agreement made between the Governors of the University of Alberta and NorQuest College. The agreement outlines the shared use of the integrated library system. Article 11 of this agreement states:

*The University and the Institution [NorQuest] acknowledge that all information maintained by a Library on the Online System, with the exception of bibliographic records representing holdings, is confidential, and each will use reasonable efforts to prevent improper use or unauthorized access to such information, including patron records and financial records, both during and after the term of this Agreement.*

## **3. Library databases, vendor platforms, electronic book access and third-party accounts.**

All library third-party partners who supply access to aggregate databases and subsequent articles, streaming content, and electronic book collections and platforms undergo a privacy assessment prior to initiating a user agreement. With the support of the NorQuest Compliance Office, every contract and agreement that provides for the use and access by library clients undergoes a [Privacy Assessment](#).

Privacy Assessment Tool (PAT) Exemption or Completion Decision Tree



The Library ensures that any personal information collected in the process of interacting with the service/software is of minimum sensitivity and a privacy statement is embedded within the agreement that meets the needs of the college and our privacy policy governance structure.

**4. American Library Association (ALA) Core Values.**

*Privacy is essential to the exercise of free speech, free thought, and free association. Lack of privacy and confidentiality chills users' choices, thereby suppressing access to ideas. The possibility of surveillance, whether direct or through access to records of speech, research and exploration, undermines a democratic society. - [Privacy: An Interpretation of the Library Bill of Rights](#)*