

VIKING MUNICIPAL LIBRARY  
POLICY MANUAL  
**POLICY MANAGEMENT**

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Board Approved – November 12, 2013

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**10.0 CONFIDENTIALITY OF USER RECORDS**

The Viking Municipal Library and its board and staff are subject to the *Libraries Act* and *Freedom of Information and Protection of Privacy Act* (FOIPP).

All patron records will be kept confidential but may be shared with resource sharing libraries for the purposes of collecting fines and retrieving borrowed materials. When library card holders are registered, they will sign a card acknowledging that their contact information will be available to other libraries for these purposes.

Library board members, staff and volunteers will hold all personal information on staff and patrons (including patrons of any other libraries) in confidence.

No records are kept of the frequency or content of visits to the library by specific patrons.

Staff and volunteers must be aware at all times of the requirement and importance of keeping in confidence all matters of a personal nature concerning Library patrons and their transactions with the Library in accordance with the Libraries Act. This includes not revealing details of borrowing transactions of a patron to any other person or agency, as well as details of complaints, delinquent accounts, etc.

No personal information will be provided to anyone for any reason except when a written court order is provided or where required by law (in written format).