

<b>Policy 1.</b>	<b>GENERAL</b>	
<b>Section 1.4.</b>	<b>Protection of Privacy</b>	
<i>Effective</i>	<i>2006</i>	<i>Revised</i>
<i>Next Review</i>	<i>2011</i>	

- 1.4.1. In accordance with the BC *Freedom of Information and Protection of Privacy Act*, all library users have a right to privacy and confidentiality regarding the collection of personal information and the use they make of the Cranbrook Public Library facilities, collections and web sites.
- 1.4.2. Personal information related to registration and circulation records will not be divulged voluntarily except to that library user.
- 1.4.3. The Library may store information in the patron database where, in its opinion, the information is required to answer library user questions or to monitor possible abuse of the Library borrowing policy.
- 1.4.4. The Library will keep no record of questions answered that are linked to a specific library user's name. Work notes used in answering the question will be divulged only to other library employees involved in working on the same question.
- 1.4.5. When a library user visits the Library's web site, information collected is used only to measure the number of visitors to different areas of the site.
- 1.4.6. Personal information about a child will be released only with the written approval from the parent or legal guardian.
- 1.4.7. All information related to a library user may only be used by library employees working within the scope of their duties.
- 1.4.8. In accordance with provincial legislation, the Library is free to release relevant information to other libraries or companies acting on the Library's behalf for the collection of library property, unpaid fees, fines or other charges.
- 1.4.9. Library user addresses and phone numbers stored in the Cranbrook Public Library database may not be given or sold to other organizations, and may only be used for Library-only mailings when appropriate.
- 1.4.10. The Library will honour a court subpoena requesting release of personal information of a library user.
- 1.4.11. This policy is interpreted to include, but not restricted to, maintenance of privacy of the following information and transactions:
  - all records identifying the names or ID numbers of library users
  - all records identifying material the library user currently has out;
  - all records identifying library user overdue material can be used only for the retrieval of that material;
  - all reference questions;
  - all interlibrary loan transactions;
  - all holds placed, trapped, or held;
  - all online searches and their results;

- all items photocopied;
- all items faxed to a particular library user;
- all suggested purchases of library material submitted by library users;
- all information pertaining to the identity of anyone conducting research on a particular subject;
- any information pertaining to the borrowers of reference material.

1.4.12. The same standards for protection of privacy apply to staff as to users of the Cranbrook Public Library.