

Burk's Falls Armour & Ryerson Union Public Library Board Policy Manual

Section: Patron Services

Number: C-6.

Title: Privacy & Confidentiality of Patron Information

Page 1 of 4

Adopted: October 16, 2013

Reviewed: April 2019; January 15, 2020;

Revised: August 2016

Policy

Burk's Falls, Armour & Ryerson Union Public Library recognizes that the members' choice of materials they borrow and websites they visit is a private matter. The library will therefore make every reasonable effort to ensure that personal information about its users and their use of library materials, services and programs remains confidential.

Personal information is defined in **Municipal Freedom of Information and Protection of Privacy Act**, R.S.O. 1990, c. M56 (MFIPPA), in part, as "recorded information about an identifiable individual." This could include, in the library context, information on a user's borrowing habits, as well as information related to computer use, including sign-up sheets and information on Internet use.

The Library collects this information in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER C.11 and under the authority of the Public Libraries Act, R.S.O., 1990, CHAPTER P. 44 in order to conduct library operations.

Procedures

The board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the organization's compliance with legislation.

1. Information Collected

The Burk's Falls, Armour & Ryerson Union Public Library collects the following information registering a new user:

- Name
- Address
- Telephone number
- Name of guardian (in the case of minor children under 16 years of age)
- Email (optional)
- Date of birth (optional)

Burk's Falls Armour & Ryerson Union Public Library Board Policy Manual

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Number: C-6.

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Page 2 of 4

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2. Reason for Collecting Information

Personal information is collected and used by internal staff for the purpose of providing library services including, but not limited to, the following:

- Access to library materials and services
- Program registration
- Computer use and bookings
- Automated telephone system
- eNewsletters and marketing of library resources and services
- Electronic Communications – email alerts for holds, fines, fees or outstanding library materials
- Library fund development
- Non –identifying statistical purposes
- Fraud prevention or abuse of library services

3. Consent

Consent to collect personal information is provided by any one of the following scenarios:

- Verbally, by the patron at the time of registration.
- Patron accepting and signing a CKPL card.
- Patron completing and submitting a membership application form.

Individuals may choose to not provide all requested information. However, this may result in the Library not being able to provide the individual with all available services. Parents or legal guardian must be available to give consent for a child under the age of 16 to access library services.

4. Disclosure of Personal Information

The Burk's Falls, Armour & Ryerson Union Public Library has a responsibility to respect the privacy of individuals and the confidential nature of personal information. Staff may view and amend patron records as required to perform appropriate library functions. Staff are not permitted to view or amend records outside the scope of their duties. Personal Information may be provided to law enforcement officers by the CEO, or designate. Other Library staff are not permitted to release personal information.

Burk's Falls Armour & Ryerson Union Public Library Board Policy Manual

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Number: C-6.

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Page 3 of 4

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Personal information may only be disclosed if:

- A subpoena or court order is presented, or an active law enforcement investigation is underway.
- An active child in need of protection investigation is being conducted by the Children's Aid Society.
- An adult patron gives written consent.
- A legal guardian for minor children (under the age of 16) gives written consent.
- Information is required to ensure the safety of Library staff, to protect the Library property, or to enforce Library policy.
- In accordance with section 32 of MFIPPA.

Parents and legal guardians may request access to library records for children under the age of 16. Access to records may be provided after the identity of the parent/ guardian is confirmed and the age of the child is established. Staff who are registered as patrons of the library have the same privacy and confidentiality rights as members of the public.

5. Accuracy

The Burk's Falls, Armour & Ryerson Union Public Library updates patron information annually. Patrons may change their personal information at any time in person or over the telephone. The member's library card must be presented.

6. Retention of Information

Personal information is collected voluntarily and stored electronically in a central database. Personal information is used to create a borrower record. Borrower records allow the library to assign resources and services to an individual. Resource and service transactions remain on the database:

- As long as circulation records indicate an item remains on loan.
- As long as fees or fines associated with library materials or services remain unpaid.
- As a historical record of items lost, material fees and fines remain attached to all borrower records.
- To provide a circulation record for Home Service patrons, and to assist library

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Page 4 of 4

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staff with the selection of materials for patrons unable to independently attend the library.

Temporary backup files of database transactions are created and saved on a daily, monthly and quarterly schedule. Files are saved for the purpose of restoring data in case of a system failure and are stored securely, and disposed of on a routine schedule.

Records relating to the Burk's Falls, Armour & Ryerson Union Public Library's business that are created, sent or received through instant messaging tools or personal email accounts are subject to the privacy and access provisions of FIPPA and MFIPPA.

7. Disposal

Paper and electronic records no longer needed to conduct library business are shredded prior to disposal or deleted from the electronic file.