

<b>Resources</b>	<b>Services</b>	<b>Section #:</b>	<b>4</b>
<b>Sub-section</b>	<b>Customer Service</b>	<b>Sub-section #:</b>	<b>4.1</b>
<b>Topic</b>	<b>Privacy and Access to Information</b>	<b>Policy #:</b>	<b>4.1.3</b>

## **Policy**

The Selwyn Public Library Board is committed to protecting the privacy of the personal information of all library users. Anyone who provides information or uses a service of the Library can expect that it will be carefully protected. It is also committed to ensuring that members of the public have access to information regarding the operation of the Library and to their own personal information.

Confidential information shall be any information about the individual and shall include, but is not limited to: the individual's name, address, telephone number, email address, reading preferences, record of materials borrowed, items photocopied or faxed, fines, correspondence and program attendance.

The policy applies to all services and operations of the Selwyn Public Library Board, its staff, Board members and volunteers.

The Library Board shall abide by the provisions of the *Public Libraries Act, R.S.O. 1990, Chapter P.44* and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56*, and additional relevant regulations.

## **Procedures:**

### **A. Access to Information**

1. Library Board agendas and minutes, annual reports, policies and a variety of other information will routinely be made a matter of public record through the Selwyn Public Library website and through Library publications.
2. Access to general records about Library operations will be provided to the public, subject to the provisions of MFIPPA.
3. Library members may obtain information from their patron record in person, by presenting a valid library card or by showing identification with name and address; or by telephone, by providing the library card number and verification of address and/or telephone number.
4. Payment of a fee may be required and will be assessed and collected in accordance with MFIPPA regulations.
5. Requests for access to general records and recorded personal information should be directed to the Chief Librarian/CEO.

### **B. Protection of Privacy-Patrons**

Staff and volunteers shall access personal information based only on their need to deal with the information for a purpose consistent with which it was originally obtained.

1. The Library will take reasonable steps to ensure that any personal information remains confidential.
2. Library staff may use a Library members' information in order to conduct the legitimate business of the Library. This includes, but is not restricted to, the circulation of materials, the collection of outstanding financial accounts or issues related to revoking a member's borrowing privileges.
3. A history of the usage of library items shall be retained and may be accessed by appropriate staff in order to aid in the day to day business of the Library, however the past record of items borrowed by an individual may only be accessed personally by or with the permission of that individual.
4. If the library wishes to use the personal information of patrons for a new purpose (i.e., one that is not already provided for, or consistent with the purpose under which the information was collected), the library will acquire and retain the signed consent of the library patron. This consent should state: the name of the patron, the particular personal information to be used, the use or uses for which consent is given, the date of the consent, and the institution to which consent is given

### **C. Disclosure of Information**

1. The confidential information of individuals (patrons/staff/volunteers/Board members) will not be released to any person, other than the individual, or his/her legal guardian, in the case of a juvenile member (15 years of age and under), or to any institution or agency for any reason, except as required by Federal or Provincial legislation without consent.
2. The Library will disclose relevant personal information about the individual enrolled in the Home Library Service to a person authorized by the individual.
3. Requests for information from patron records by police and/or government officials shall be provided on the presentation of a properly executed warrant.
4. The Library will release information to the Family and Children's Services, under the authority of the Child and Family Services Act, R.S.O. 1990, c. C.11, which states that a person who believes, on reasonable grounds, that a child under 16 is at risk of harm, must report this suspicion to the Family and Children's Services immediately, directly and on an ongoing basis. The Library may release information on a voluntary basis, to Family and Children's Services if a child is believed to be at risk of harm, between the ages of 16 and 18 years.
5. The Library requires any contracted service provider that may have access to personal information (e, g. integrated library system provider) to sign a confidentiality agreement.

### **D. Retention of Records:**

The Library will not retain any personal information, such as information related to items borrowed or requested by an individual, or pertaining to an individual's on-line activity,

longer than is necessary for the provision of library services and programs. Examples include:

- a. Personal information regarding library transactions is retained as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- b. As part of the Library's commitment to offering personalized service, patrons may view their ongoing record of items borrowed.
- c. The circulation records of Home Library Services individuals are retained with their permission in order to assist the staff in selecting materials for the individual.

#### **E. Accountability:**

The CEO/Chief Librarian is responsible for implementing, enforcing, monitoring and updating the Library's privacy policy.

Any Library employee who becomes aware of any unauthorized disclosure of a record in contravention of this policy has a responsibility to ensure that the CEO/Chief Librarian and appropriate staff are immediately informed of the breach.

Once a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

The CEO/Chief Librarian will identify the scope of the breach and take steps to contain the damage (e.g., determine if unauthorized access to the system has occurred, retrieve copies of recorded information, etc.).

The CEO/Chief Librarian will inform the Information and Privacy Commission and, if applicable, notify affected parties whose personal information was disclosed.

The CEO/Chief Librarian will conduct an internal investigation into the matter to review the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.

#### **F. Training**

All Board members, library staff and volunteers will be made aware of their obligations under MFIPPA and this policy. Training will be provided to the appropriate staff responsible for the administration and application of this policy.

#### **G. Compliance**

Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment

<b>History:</b>		
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