



Confidentiality of Library Patron Information

Authority: Library Board

Date Created: September 27, 2004

Date Reviewed: May 1, 2017

Purpose

The East Gwillimbury Public Library collects personal information of library patrons in accordance with the *Public Libraries Act*, R.S.O. 1990, Chapter P. 44 and the *Municipal Freedom and Protection of Personal Privacy Act (MFIPPA)*, R.S.O. 2002, Chapter M56. This information may include but is not limited to name, personal address, telephone number, age, record of current materials borrowed, and program attendance.

The intent of this policy is to protect the privacy of Library patrons and visitors.

Collection of Information

The personal information is collected for the administration of library operations. It enables the Library to fulfill its mandate by making materials available, gathering data for statistical analyses, and ensuring the Library's resources are safeguarded. Information collected will be as current and accurate as possible.

The Library recognizes that personal information can be collected and made available in varying contexts, including the following:

- Circulation services including, but not being limited to, library card registration; identifying borrowed materials; placing inter-library loans; placing items on hold; and identifying overdue materials
- Program registration
- Reference questions
- Comment and feedback forms
- Incident reports
- Computer usage
- Photocopied and printed items

Library Patron Consent

Patrons must provide consent for the Library to collect information for any purpose. Patrons may choose not to provide personal information, but this may limit their access to library services.

Disclosure of Library Patron Information

All patron information collected by the Library is confidential. The Library makes every effort to maintain confidentiality of all patron information.

Rules for the disclosure of patron information apply to protect the personal information of Library patrons, as well as Library volunteers and employees using the Library as a patron.

Access is granted to:

- Library employees for the administration of library operations only.
 - Library employees may not sell or trade patron information
 - Library operations include mailings for library purposes, as deemed acceptable by the CEO or Library Board
 - When a patron owes significant fines or has neglected the rules of the Library Code of Conduct, the Library may disclose patron information to other libraries or to legal personnel, if necessary.
 - Patron information may be disclosed in compassionate circumstances to contact a relative or friend of an individual who has become incapacitated whilst on Library premises.
- Patrons as per the guidelines set out in the *Circulation Policy*
- Police and/or other government organizations only with the presentation of a warrant as per the guidelines set out in the *Circulation Policy*

Retention of Library Patron Information

The Library will not keep any patron information for longer than is necessary for completing library operations.

All patron information is stored and disposed of in a secure manner.

Protection of Staff Information

Staff must provide consent before the Library may collect their personal information. This standard is subject to exceptions found in *MFIPPA* Sections 29(1) and 52 as well as Sections 4(1) and (2) of its general regulations. The Library limits the collection of personal staff information insofar as what is necessary for administrative purposes,

including hiring, management, wages, and benefits. Personal staff information is only used only for such purposes.

The Library is committed to meeting the needs of patrons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

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