

Georgina Public Library Board Policy Manual

Policy Title: Privacy of Membership Information

Intent

Georgina Public Library is dedicated to safeguarding the personal information of our members and all individuals who engage with our service - whether in person or online. We uphold the principles and requirements set out in the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), *Canada's Anti-Spam Legislation* (CASL), and the *Ontario Public Libraries Act R.S.O. 1990*.

Personal Information is collected under the authority of the *Ontario Public Libraries Act* for the purpose of managing and delivering library services. This includes administering memberships, facilitating access to resources, and enhancing user experiences, all while ensuring compliance with the applicable privacy legislation.

Regulations

1. Collection of Personal Information

Personal information such as name, phone number, email address, or mailing address is not automatically collected. It is provided voluntarily by members when registering for Library membership or accessing services via email or the website.

2. Use of Personal Information

Information collected for Library membership is used to:

- Track borrowed materials
- Contact members regarding overdue, lost, or damaged items and related fines
- Notify members about requested materials

Library members may opt to receive Library program updates via email. All email communications comply with the Canadian Anti-Spam Legislation (CASL).

3. Third-Party Collections Agencies

Member contact information, along with details of long overdue or lost items and associated costs, may be shared with a third-party collection agency solely for the purpose of recovering Library property.

4. Statistical Information

Age and school information may be collected by the Library or its authorized agent for statistical and planning purposes only.

5. Information Sharing

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Personal information is never sold or shared with other organizations.

6. **Third-Party Websites**

Accessing the Library's website may lead users to third-party sites. The Library is not responsible for how these external sites collect or use personal information.

7. **Access to Your Own Personal Information**

Members have the right to access their personal information, or that of their child/ward under the age of 16, held by Georgina Public Library. This can be done:

- Online at www.georginalibrary.ca, by logging into the public catalogue with a Library ID and PIN
- In person with assistance from Library staff.

8. **Library Card Requirement**

To protect the confidentiality and accuracy of personal data, members must present their Library card each time they borrow items. Library cards are non-transferable.

9. **Law Enforcement Requests**

Law enforcement agencies must present a warrant to access personal information or electronic activity. Such requests will be referred to the Town of Georgina and Library Board for review. The Library will cooperate with law enforcement within the boundaries of applicable privacy legislation.

10. **Website and Database Usage Tracking**

The Library uses software to record the Internet Protocol (IP) address of devices accessing its website or online databases. This data is used for statistical purposes only and is not linked to individual identities. Visitor and material usage data is collected to meet reporting requirements offset by the Provincial Ministry responsible for Public Libraries.

11. **Internet Activity Monitoring**

Software is used to track internet sites visited for statistical analysis and to support IT diagnostic and troubleshooting. No attempt is made to associate this data with individual identities.

12. **Retention Schedule**

- Five years for files of resolved issues
- Inactive database records are retained for a minimum of two years

13. **Notification**

The Privacy of Membership Information Policy is available to the public via postings at the service desks, and on the Library website at www.georginalibrary.ca.

Questions or concerns about privacy of information should be directed

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to the CEO/Library Director of Georgina Public Library by telephone at 905 476-5762 or in-person at 90 Wexford Drive, Keswick ON L4P 3P7.

- **Attachments:**
Georgina Public Library Privacy Statement

POLICY HISTORY:	
Initial Draft	November 22, 2006
Draft Presentation Review	June 28, 2007
Board Presentation:	August 2007
Board Adoption:	August 2007
Board Review:	April 15, 2010; Dec 17, 2015; April 15, 2021; January 15, 2026



Georgina Public Library

Privacy Statement

Georgina Public Library is committed to protecting the privacy of our members and all patrons who visit our Library or website.

We are governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Canada's Anti-Spam Legislation (CASL), and the Ontario Public Libraries Act (the Act). Information is collected under the authority of the Act for the administration of Library operations.

- We do not automatically gather any personal information from members. Personal information is only obtained if members supply it voluntarily, usually through registering as a library member or contacting us via email or our website.
- Personal information collected for library membership is used to record who has borrowed library materials, to contact members regarding overdue, lost, or damaged items and related fines, and to inform members about items they have requested.
- Members have a right to request access to their personal information, which is also available for review in their patron account via our website. Personal Identification Numbers (PINs) and staff login procedures ensure security of member information.

Additional information regarding privacy practices, including retention, security, and third-party service providers, is outlined in the

[Library's Privacy of Membership Information Policy.](#)

Further questions may be directed to the Library CEO/Director at 905 476-5762.