

# Georgina Public Library Board Policy Manual

## Policy Title: Privacy of Membership Information

### ***Intent***

Georgina Public Libraries are committed to protecting the privacy of our members and all patrons who visit the library or our website. We are governed by the Municipal Freedom of Information and Protection of Privacy Act, Canada's Anti-Spam Legislation (CASL), and the Ontario Public Libraries Act R.S.O. 1990. Information is collected under the authority of the Ontario Public Libraries Act R.S.O. 1990 for the administration of library operations.

### ***Regulations***

1. Personal information such as name, phone number, e-mail address, or mailing address is not automatically collected. All personal information is obtained directly and voluntarily from members/users of our system through registering as a library member or accessing our services via e-mail or our web site. Reasonable care is used in the disposal of paperwork which records patron identification.
2. Personal information collected for library membership is used to record who has borrowed library materials, to contact members for overdue items and fines, to retrieve overdue materials/fines, and to inform members about materials placed on hold for them or requested for them via the interloan system. Patrons may choose to include their email addresses on Library program information email lists. Email communication is governed by CASL – refer to CASL Policy.
3. Patron names and addresses, along with numbers and costs of long overdue materials may be shared with a third party collection agency for the sole purpose of retrieval of library property.
4. Age, school and postal code information may be collected by the Library or authorized agent, for statistical and planning purposes only,
5. Personal information is not sold or shared with any other organization.
6. Access to the library web site may lead the user to third party sites over which the library has no control. The library assumes no responsibility for third party use of personal information acquired by accessing their site.

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7. Patrons have the right to access their personal information, or that of their child/ward under the age of 16, on record with Georgina Public Libraries, at any time. It is also available through our website at [www.georginalibrary.ca](http://www.georginalibrary.ca) , by accessing the public catalogue and logging in with a library ID number and PIN (personal identification number). Staff can also access this information on behalf of a patron. No other person is entitled to information contained in the Library database, unless through authorized family record linking, or with the verbal or written permission of the patron 16 years of age or older.
8. In order to protect the confidentiality and accuracy of a patron's personal data, the library card must be presented each time items are borrowed from the library. Library cards are non-transferable.
9. Law enforcement authorities must provide a warrant to access patron information or electronic activity, and will be referred to the Town of Georgina and Library Board authorities to determine action to be taken. All efforts will be made to cooperate with law enforcement processes within the boundaries of privacy legislation.
10. The library uses software that receives and records the Internet Protocol address of the computer that has contacted our web site, and/or accessed our online databases. No attempt is made to link this information with personal identities of individuals. Visitor information (virtual and in person) and material use is recorded for statistical purposes only and/or to comply with reporting requirements under the guidelines of the Ontario Ministry of Tourism, Culture and Sport.
11. In addition, the library uses software to record internet sites visited for statistical purposes and IT support software for remote access for diagnostic and troubleshooting purposes. No attempt is made to link any information accessed to personal identities of individuals.
12. Retention schedule: Two years for paper files of resolved issues, and minimum of two years for inactive database records
13. Public will be notified of the Privacy of Membership Information Policy by public postings at the circulation desks, and a notice on the library website [www.georginalibrary.ca](http://www.georginalibrary.ca) .

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Questions or concerns about the privacy of information should be directed to the Director/CEO of the Library at 905 476-7233 ext 4522, or 90 Wexford Drive, Keswick ON L4P 3P7.

- **Attachments:**

Georgina Public Library Privacy Statement

POLICY HISTORY:	
Initial Draft	November 22, 2006
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Board Presentation:	August 2007
Board Adoption:	August 2007
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