

Hanover Public Library POLICIES

Policy Title: **Access to information**

Policy type: Operational

Revision date: June 26 2014

Signature of Chair:

PURPOSE

To ensure that the Hanover Public Library Board is in compliance with the Municipal Freedom of Information and Protection of Privacy Act 1990.

POLICY STATEMENT

The Hanover Public Library Board upholds the rights of the public to access their personal information, held by the library, and is committed to making access to information about the governance and operations of the library available to the public.

Disclosure of information will be subject to Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Access to personal Information:

1. Personal information is accessed by library staff in the performance of their duties, and is used only for the purpose for which it was collected or for consistent purposes.
2. Information may be disclosed if the person to whom the information relates has identified that information in particular and consented to its disclosure, or if required by law.
3. The library will allow members to see personal information collected about them upon request at the library. Staff will require photo ID to verify the member's identity before allowing access to this information.
4. Library members are responsible for keeping their library card secure and ensuring that loss or unauthorized use of their card is reported to the library. A library card brought into the library by someone other than the card holder implies consent by the card holder for that individual to pick up material for them. It does *not* allow access to other services and programs or access to information in that person's record.
5. Information including contact information and information about materials borrowed is available through the library's online services. The member's personal password, together with either library card number or personal login ID, is required to access this information.
6. Personal information about a child may be requested by a parent or legal guardian of a person up to sixteen (16) years of age (in accordance with Section 54 MFIPPA). The child's library card, their ID and/or proof of legal guardianship must be presented.

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7. Personal information may be requested on providing proof of Power of Attorney for that person.

Correcting your personal information:

The library makes every effort to ensure that records are correct. A member has a right to ask for information to be corrected if a mistake has been made. Staff will require documents to verify the changes requested.

Access to general Information:

Information about library governance and operations is available publicly on the library's website and in the library. Access to information not publicly available can be requested formally, in writing. Disclosure of information will be subject to the MFIPPA.

1. Responding to formal requests for information is a statutory obligation.
2. In accordance with the Public Libraries Act the public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6 to 16 of the MFIPPA.
3. All formal requests for access to information not publicly available must be:
 - a) Sent in writing to:
Chief Executive Officer,
Hanover Public Library,
451 10th Avenue,
Hanover, ON N4N 2P1

OR

- b) A "Request for Information" application form may be requested and completed.

The following information must be included:

- Name and full mailing address
 - Daytime telephone number
 - Names of specific files or types of records to which you request access, including specific dates of those records where possible.
 - Application fee, payable to Hanover Public Library.
4. Fees will be applied for this service (in accordance with Part IV, Section 45 of MFIPPA), payable to the Hanover Public Library. There is a standard application fee per request and fees for research time, preparing the records and copying charges as applicable. There is no fee when requesting access to personal information.

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5. The CEO will give written notice to the person making a request, as to whether or not access to the record or part of it will be given as prescribed in the MFIPPA.

Breach of Privacy

A breach is any unauthorized or illegal collection, use, or disclosure of personal information.

In the event of a breach the CEO or his/her designate will:

1. Contain the breach and repatriate the information
2. Assess the severity of the breach
3. Notify affected parties and the Information and Privacy Commissioner as required
4. Investigate the cause of the breach
5. Implement corrective actions

Related Documents:

Privacy Policy, Hanover Public Library, 2014.

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56

Municipal Freedom of Information and Protection of Privacy Act R.R.O, 1990, Regulation 823

What are the Privacy Responsibilities of Public Libraries? Information and Privacy Commissioner of Ontario, 2002.