

Hanover Public Library POLICIES

Policy Title: **Privacy Policy**

Policy type: Operational

Revision date: 22 May 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 recognizes that the users' choice of materials they borrow and websites they visit is a private matter. The library will therefore make every reasonable effort to ensure that personal information about its users and their use of library materials, services and programmes remains confidential. The library will ensure that this privacy policy is enforced by all library staff members as well as any third party organizations or agencies that may have legitimate access to such information in support of the library's business. In addition the 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.

1. Personal information is defined in ***Municipal Freedom of Information and Protection of Privacy Act***, R.S.O. 1990, c. M56 (MFIPPA), in part, as "recorded information about an identifiable individual." This could include, in the library context, information on a user's borrowing habits, programme attendance, or information related to computer use. "Recorded information" may include electronic or tangible records.
2. The board ensures that:
 - a) the library complies with the spirit, principles and intent of MFIPPA
 - b) members of the public have access to information about the operations of the library and to their own personal information held by the library in accordance with the access provisions of MFIPPA
 - c) the privacy of an individual's personal information is protected in accordance with the privacy provisions of MFIPPA
3. The library collects the following information:
 - a) name, address, and telephone number of each registered library user as required for membership, used by staff and library service agents in provision of library services
 - b) optionally, the email address of some registered library users for enhanced electronic messages and reminder services
 - c) information about what an individual library user has borrowed or items requested or placed on hold, used by staff. In special circumstances, patrons may designate family members or others to check out material for them, using their card. Possession of a library card may be considered consent by the person to share such information with the person holding the library card.

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- d) information about fines and other charges for library services
- e) information about programmes an individual registered for or attended. This may be shared with the programme presenter as an agent of the library service
- f) information about when an individual booked a public computer or meeting space
- g) information about individuals requests for material through interlibrary loan. As part of a provincial interlibrary loan network, some of this information resides on servers in other places and the library cannot monitor or control the use of this information
- h) public use computers may store saved documents, login information and Internet search history. All such information is erased when the computer is restarted or the end of the day upon which the computer is used. Upon complaint, the library may review the use of a particular computer to ensure that the library's Internet Use Policy is being upheld. Such a complaint must be lodged on the day of the alleged abuse so that staff can investigate.
- i) library staff collect personal information that may be required to assist in answering reference questions either in person, over the phone, or through electronic mail.

4. The library collects comment and feedback forms, requests for material reconsideration and correspondence from individuals, some of which may be referred to the Board. All correspondence to the Board is part of the Board's public documents except for correspondence related to personnel or property issues which would be treated as confidential and handled in an in camera session. In addition, personal information about users and their use of library materials, services and programs is treated as confidential.

5. The Town of Hanover collects images and video clips through security cameras. Images are used to ensure the security and safety of staff and individuals using the building, by municipal staff in accordance with municipal policies.

6. The library system collects images of library users at library events and programmes. Pictures of recognizable individuals may be used in library publications, but the individuals will not be identified except where proper permission has been obtained.

7. Accountability: The Board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the library's compliance with legislation.

8. The CEO ensures that:

- a) the collection of personal information is limited to that which is necessary for the proper administration of the library and the provision of library services and programs
- b) the purposes for which personal information is collected from an individual is identified by the library at, or before, the time the information is collected
- c) consent to collect the information is given by the individual at the time of registration
- d) Any individual may choose not to allow the collection of such information, although such an action may affect a person's ability to use the affected library services
- e) information is not used for a purpose other than for which it was originally obtained or a consistent purpose without first obtaining consent, or as required by law
- f) personal information is not retained longer than is necessary for the provision of library services and that programs procedures for the retention and disposal of personal information are established and followed

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- g) personal information related to a visitor or a library user is not disclosed to any third party without obtaining consent to do so, subject to certain exemptions as provided by MFIPPA. Information will be disclosed:
 - to a parent or legal guardian of a person up to sixteen (16) years of age upon presentation of the child's library card and their ID and/or proof of guardianship
 - upon the presentation of a search warrant
 - to police in the absence of a search warrant to aid an investigation (at the CEO's discretion)
 - personal information may be released in compassionate circumstances to facilitate contact with next of kin or a friend of an individual who is injured, ill or deceased
- h) personal information shall be as accurate, complete and up-to-date as is necessary for the purpose for which it is used
- i) personal information shall be protected by security safeguards appropriate to the sensitivity of the information
- j) the Annual Statistics Report to the Privacy Commission of Ontario is submitted
- k) all staff sign the Confidentiality Statement, are aware of this policy, respect the confidentiality of information, and apply appropriate safeguards and procedures

9. The CEO shall answer any individual's questions about the uses of specific information and about specific practices, ensuring that practices abide by this policy

10. Library staff shall allow users to see personal information about themselves, on presentation of ID. Individuals are required to notify the library of any changes to their personal information, and may challenge the accuracy of information held by the library about themselves.

11. Personal addresses and phone numbers that are collected by the Hanover Public Library will not be given or sold to other organizations and will only be used for Library membership services and Library messages. Information may be shared with agencies or companies working within the scope of their duties on behalf of the library including for the purpose of maintaining the Library's electronic services. The library shall contract with agencies or companies that abide by MFIPPA regulations.

12. Any library user who feels their privacy has not been protected may challenge library practices with the CEO. A library user who is not satisfied with the result may appeal to the Library Board, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

Related Documents:

Hanover Public Library ***Confidentiality Statement***

Hanover Public Library ***Membership Policy***

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

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