



TOWNSHIP OF GEORGIAN BAY PUBLIC LIBRARY BOARD

Confidentiality of Customer Information Policy

Board motion number: 17:16

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Date of review: March 22, 2017

Chairperson's signature: Diane Waters

The Township of Georgian Bay Public Library adheres to its legal responsibility to protect the rights and privacy of the Library's members to privacy. In order to achieve the mission of the Library, and to encourage the uninhibited use of the Library's services, library members must be confident that the personal information they entrust to the Library remains confidential. The Township of Georgian Bay Public Library abides by the provisions of the *Public Libraries Act, R.S.O. 1990, Chapter P. 44* and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56*.

Definition:

A 'record' means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes,

- a) correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary materials, regardless of physical form or characteristics, and any copy thereof, and
- b) subject to the regulations, (made under the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56, s. 2(1)*; *1997, c. 25, Sched. E, s. 8*; *2000, c. 26, Sched. J, s. 2*), any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

The Library's confidential customer information includes, but is not limited to:

- All records identifying the names, addresses, contact information, or identification numbers of library members
- All records identifying the materials borrowed by any library member
- All outstanding financial account balances
- All reference questions asked by a library member
- All inter-library loan transactions
- All reserves placed, caught or held
- All items photocopied for library customers
- All items faxed to library customers
- All suggestions for purchase of library materials submitted by library customers
- All databases and other files or materials consulted by, or on behalf of, library customers
- All Internet, or other online searches conducted by, or on behalf of, library customers.
- All customer comments submitted by library customers

The confidential information of library members will not be released to any person, other than the library member, or his/her legal guardian, in the case of a juvenile member, or to any institution or agency for any reason save as may be required by Federal or Provincial legislation.

Requests for information from patron records by police and/or government officials shall only be provided on the presentation of a warrant. The CEO or his/her designate shall consult the Library Board's solicitor to ensure that the warrant is properly executed and to seek further advice. When appropriate, information shall be given only to the extent stated in the warrant.

Rights of Library Customers

- Library members are able to obtain information from their patron record:
 - In person by presenting his/her library card or by showing identification with their name and address;
 - By telephone to a library staff member by having his/her library card number and verification of address and/or telephone number.
- Library members are entitled to know:
 - a. What information is recorded in their patron records
 - b. What materials are charged out to them
 - c. The outstanding balance of their financial accounts, if any
 - d. The status of reserves placed on their behalf
- Library members are entitled to ask that information in their records be corrected.
- Parents of children who have a juvenile library card may see the list of material their child has overdue. The parent must present the child's library card or give the card number over the telephone to verify that they are the child's parent/guardian. Requests by parents to see the list of material overdue for children who have an adult card must be referred to a supervising Manager or to the Chief Executive Officer (CEO).
- Library customers are to be given a copy of this policy if there is a concern about privacy of information or if a customer has been refused access to confidential information as a result of this policy.

Rights of the Library

- Nothing in this policy prevents the appropriate library staff from using Library members' information in order to conduct the legitimate business of the Library. This includes, but is not restricted to, the circulation of materials, the collection of outstanding financial accounts, and issues related to the banning of patrons.
- Library members' addresses may not be given or sold to other organizations and will only be used for mailings by the Township of Georgian Bay Public Library
- The Library will retain the name of the last borrower of Library material and this information will only be used by the appropriate Library staff members in order to conduct legitimate business of the Library such as billing for materials that have been damaged by the most recent borrower.