

Chatham Kent Public Library

Privacy Policy

Purpose/Objective:

The Chatham-Kent Public Library (CKPL) is committed to protecting the privacy of information given by individuals wishing to use the services of the library. The Library collects this information in accordance with the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER C.11* and under the authority of the Public Libraries Act, R.S.O., 1990, CHAPTER P. 44 in order to conduct library operations.

Content

Information Collected

CKPL collects the following information when registering a new user:

- Name
- Address
- Telephone number
- Name of guardian (in the case of minor children under 16 years of age)
- email (optional)
- Date of birth (optional)

Reason for Collecting Information

Personal information is collected and used by internal staff for the purpose of providing library services including, but not limited to, the following:

- Access to library materials and services
- Program registration
- Computer use and bookings
- Automated telephone system
- eNewsletters and marketing of library resources and services
- Electronic Communications – email alerts for holds, fines, fees or outstanding library materials
- Library fund development
- Non –identifying statistical purposes
- Fraud prevention or abuse of library services

Information will only be used for the purpose for which it was collected, and will not be disclosed except with consent of the individual or as required by law.

Consent

Consent to collect personal information is provided by any one of the following scenarios:

- Verbally by the patron at the time of registration.
- Patron accepting and signing a CKPL card.
- Patron completing and submitting an application form.
- Patron completing and submitting an electronic form through the website.

Individuals may choose to not provide all requested information. However, this may result in the Library not being able to provide the individual with all available services.

Parents or legal guardian must be available to give consent for a child under the age of 16 to access library services.

Disclosure of Personal Information

CKPL has a responsibility to respect the privacy of individuals and the confidential nature of personal information. Staff may view and amend patron records as required to perform appropriate library functions. Staff are not permitted to view or amend records outside the scope of their duties.

Personal Information may be provided to law enforcement officers by the Director, or designate. Other Library staff are not permitted to release personal information.

Personal information may only be disclosed if:

- A subpoena or court order is presented, or an active law enforcement investigation is underway.
- An active child in need of protection investigation is being conducted by the Children's Aid Society.
- An adult patron gives written consent.
- A legal guardian for minor children (under the age of 16) gives written consent.
- Information is required to ensure the safety of Library staff, to protect the Library property, or to enforce Library policy.
- In accordance with section 32 of MFIPPA.

Parents and legal guardians may request access to library records for children under the age of 16. Access to records may be provided after the identity of the parent/guardian is confirmed and the age of the child is established.

Staff who are registered as patrons of the library have the same privacy and confidentiality rights as members of the public.

Accuracy

CKPL updates patron information annually. Patrons may change their personal information at any time, by visiting any branch location or by electronically accessing their account through the CKPL online catalogue. Photo identification with a current address is required to verify patron records.

Retention of Information

Personal information is collected voluntarily and stored electronically in a central database. Personal information is used to create a borrower record. Borrower records allow the library to assign resources and services to an individual. Resource and service transactions remain on the database:

- As long as circulation records indicate an item remains on loan.
- As long as fees or fines associated with library materials or services remain unpaid.
- As a historical record of items lost, material fees and fines remain attached to all borrower records.
- To provide a circulation record for Home Service patrons, and to assist library staff with the selection of materials for patrons unable to independently attend the library.

Temporary backup files of database transactions are created and saved on a daily, monthly and quarterly schedule. Files are saved for the purpose of restoring data in case of a system failure and are stored securely, and disposed of on a routine schedule.

Disposal

Paper and electronic records no longer needed to conduct library business are shredded prior to disposal.

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Author: R. Stewart								
Policy Applies to: All library patrons, staff								
Background Documents: <i>Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER C.11 and under the authority of the Public Libraries Act, R.S.O., 1990, CHAPTER P. 44 in order to conduct library operations</i>								