



Dryden Public Library Board

POLICY

SECTION: OPERATIONAL	NO: OP-03
TITLE: Protection of Privacy	Date: June 2018
	Next Review Date: June 2021

1.0 Policy Statement

1.1 The Dryden Public Library recognizes that patrons' 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 programs remains confidential.

2.0 Legislative Responsibilities

2.1 The library board is responsible for ensuring compliance with all relevant legislation including the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M56 (MFIPPA), and *Canada's Anti-Spam Legislation*, S.C. 2010, c. 23 (CASL).

2.2 Personal information is defined in the *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, as well as information related to computer use.

2.3 The board will ensure that:

- 2.3.1 The Library complies with the spirit, principles and intent of MFIPPA
- 2.3.2 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 and provisions of MFIPPA
- 2.3.3 The privacy of an individual's personal information is protected in accordance with the privacy provisions of MFIPPA.

3.0 Collection of Personal Information

3.1 The Dryden Public Library collects, in electronic records, information including:

- 3.1.1 Name, address, and telephone number of each registered library user

- 3.1.2 E-mail address, as optionally provided by registered library users. E-mail addresses are used in compliance with the *Canadian Anti-spam Legislation, S.C. 2010, c. 23*.
 - 3.1.3 Information about an individual library user's borrowing and items placed on hold.
 - 3.1.4 Information about fines
 - 3.1.5 Information about individuals request 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.
- 3.2 The library collects, in hard copy, information including:
- 3.2.1 Comment forms, patrons surveys and program evaluations
 - 3.2.2 Program registration forms, waivers and photo releases
 - 3.2.3 Computer sign-in sheets and internet agreement forms,
 - 3.2.4 Request for materials reconsideration forms
 - 3.2.5 Correspondence from individual users.
- 3.3 All correspondence received by 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. Personal information about users and their use of library materials, services and programs is treated as confidential.
- 3.4 The Dryden Public Library collects electronic information through the Joint Automated Server Initiative (JASI) using software licensed by SirsiDynix. This information is securely stored on a third-party server and is monitored by SirsiDynix and Ontario Library Service – North (OLS-N).
- 3.5 The Library will follow the retention schedule laid out in Appendix 7 to guide the maintenance, retention and disposal of library records. The board will review this policy and schedule every three years to ensure ongoing adherence to current legal requirements.
- 3.6 The Dryden Public Library Board works in co-operation with the City of Dryden's Human Resources and Finance Departments to maintain human resources records and financial records. Retention guidelines for records held by a City of Dryden department will be retained and disposed of in accordance with the City of Dryden's policies which the library board will automatically adopt in cooperation.

Human resources records may include; applications from unsuccessful job candidates, including letters resumes and references; employee personnel files; employee payroll records; other payroll records; pay equity documentation and all other Human Resources documentation.

Financial records may include; annual financial audits and statements; records of monthly disbursements, cancelled cheques, invoices, account statements, annual library budgets; contracts; accounts receivable and all associated documentation for granting programs; cash revenue reports; staff expense reports and other financial records.

3.7 The Dryden Public Library subscribes to additional third party vendors to enhance our service offerings to patrons. These services may collect additional data on patrons, including personal information and/or borrowing and search history. This information resides on third-party servers which the Library cannot monitor or control. The Dryden Public Library shall make every effort to choose third-party vendors with clear privacy policies and a demonstrated commitment to patron privacy. Preference may be given to vendors who comply with the American Library Association's *Library Privacy Guidelines for E-Book Lending and Digital Content Vendors*.

3.8 The Dryden Public Library Board is responsible for personal information under its control and designates the CEO as the individual accountable for the organization's compliance with legislation. The CEO ensures that:

- 3.8.1 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
- 3.8.2 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 and that consent to collect the information is given by the individual at the time of registration
- 3.8.3 Consent is required should the information be used for a purpose other than for which it was originally obtained
- 3.8.4 Personal information is not retained longer than is necessary for the provision of library services and that procedures for the retention and disposal of personal information are established and followed
- 3.8.5 Personal information shall be as accurate, complete and up-to-date as is necessary
- 3.8.6 Personal information shall be protected by security safeguards appropriate to the sensitivity of the information
- 3.8.7 The Annual Statistics Report to the Privacy Commission of Ontario is submitted.

3.9 The Dryden Public Library will not disclose personal information related to a visitor or a DPL user to any third party without obtaining consent to do so, subject to certain exemptions as provided by MFIPPA. Information will be disclosed:

- 3.9.1 To a parent or guardian of a person up to 16 years of age
- 3.9.2 Upon the presentation of a search warrant

- 3.9.3 To police in the absence of a search warrant to aid an investigation (at the CEO's discretion)
- 3.9.4 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

3.10 Library users may, at any time, request information regarding the existence, use and disclosure of their personal information. Users may also request the correction of any personal information that is incorrect or incomplete. Users may address questions or concerns regarding the retention, use or disclosure of their personal information to the CEO.

4.0 Breach of Privacy

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

In the event of a breach the CEO or designate will:

- 4.1.1 Contain the breach and secure the information
- 4.1.2 Assess the severity of the breach
- 4.1.3 Notify affected parties and the Information and Privacy Commissioner as required
- 4.1.4 Investigate the cause of the breach
- 4.1.5 Implement corrective actions

Related Documents:

Dryden Public Library *OP-01 Circulation Policy*

City of Dryden Corporate Policy Manual *MU-IN Information Management*

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.S.O. 1990, Regulation 823

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

Canada's Anti-spam Legislation, S.C. 2010, c. 23

American Library Association. *Library Privacy Guidelines for EBook Lending and Digital Content Vendors*. 2015.

History			
Approval Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	
Amendment Date:		Approved by:	

