

	<b>THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL</b>			
	Subject:	<b>Privacy &amp; Access to Personal Information Policy</b>	<b>Section A12</b>	<b>Index #01</b>
	Effective Date:	June 1, 2020	Approved By: Lambton County Council	
	Revision Date:	January 1, 2020		
	Drafted on:	January 1, 2020		

## PURPOSE

The purpose of this policy is to outline how Lambton County Library (the Library) protects patron privacy and personal information, collects personal information, uses personal information, stores personal information and discloses personal information.

## POLICY

Lambton County Library adheres to its legal responsibility to protect the rights of the Library's members to privacy. The Lambton County 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.

## RESPONSIBILITY

The responsibility for the implementation of this policy lies with the Manager, Library Services. This authority may be delegated to staff members in the Libraries Department.

## DEFINITIONS

**"Disclosure"** means revealing information that was intended to remain confidential.

**"Parent"** is any person who is either the natural, adoptive, foster parent or legal guardian of the child.

**"Personal information"** is identifiable information about an individual such as name, phone, address, email, date of birth, financial transactions, etc.

**"Record"** is information created, collected, received and / or maintained as evidence of activity, in pursuance of legal obligations or in the transaction of business. Examples

include, but are not limited to, emails, text messages, voicemail, correspondence, photographs, video recordings, etc.

**"Spam"** is an electronic message sent without explicit or implied consent of the recipient.

## **REGULATIONS**

### **1. General Principles**

- 1.1. Lambton County Library adheres to The Corporation of the County of Lambton's Freedom of Information and Protection of Privacy Policy (A19.02).
- 1.2. In conducting its business, the Library collects confidential patron information including, but not limited to:
  - 1.2.1. Records identifying the names, addresses, contact information or identification and PIN numbers of Library members;
  - 1.2.2. Records identifying the materials borrowed by any Library member;
  - 1.2.3. Outstanding financial account balances;
  - 1.2.4. Interlibrary loan transactions;
  - 1.2.5. Reserves placed, trapped or held;
  - 1.2.6. Suggestions for purchase of Library materials submitted by Library users;
  - 1.2.7. Databases and other files or materials consulted by, or on behalf of, Library users;
  - 1.2.8. Customer comments;
  - 1.2.9. Program registration information;
  - 1.2.10. General correspondence.
- 1.3. Lambton County Library uses video surveillance equipment at some locations. Information collected through video surveillance equipment at Lambton County Library facilities will be used in accordance with the regulations set out in the Lambton County Library Video Surveillance Policy.
- 1.4. Lambton County Library collects the following information when registering a new user:
  - 1.4.1. Name;
  - 1.4.2. Address;
  - 1.4.3. Telephone number;
  - 1.4.4. Name of parent (in the case of children under the age of 14);
  - 1.4.5. Email address (optional);
  - 1.4.6. Date of birth (optional);
  - 1.4.7. Gender
  - 1.4.8. Language.
- 1.5. Personal information is collected and used by internal staff for the purpose of providing Library services including but not limited to the following:
  - 1.5.1. Access to Library materials and services;
  - 1.5.2. Program registration;
  - 1.5.3. Computer use and bookings;
  - 1.5.4. Automated telephone system;

- 1.5.5. eNewsletters and marketing of Library resources and services;
- 1.5.6. Electronic communications including email alerts for holds, fines, fees or outstanding library materials and membership expiration notices;
- 1.5.7. Library fund development;
- 1.5.8. Fraud prevention or abuse of Library services;
- 1.5.9. Room bookings;
- 1.5.10. Theatre rentals.
- 1.6. Information will only be used for the purpose of conducting Library business and will not be disclosed except with the consent of the individual or as required by law.
- 1.7. Consent to collect personal information is provided by any one of the following scenarios:
  - 1.7.1. Verbally by the patron at the time of registration and / or event booking;
  - 1.7.2. Patron accepting a Lambton County Library card;
  - 1.7.3. Patron completing and submitting an application form;
  - 1.7.4. Patron completing and submitting an electronic form through the website.
- 1.8. Individuals may choose not to provide all requested information. Some Library services may not be available to individuals who have chosen not to provide complete personal information.
- 1.9. Parents must be available to give consent for a child to access Library services.

## **2. Disclosure of Personal Information**

- 2.1. Lambton County Library has a responsibility to respect the privacy of individuals and the confidential nature of personal information.
- 2.2. Staff may view and amend patron information as required to perform appropriate library functions.
- 2.3. Staff are not permitted to view or amend records outside the scope of their duties.
- 2.4. Personal information may be provided to law enforcement officers and / or other authorities by the Manager, Library Services, or designate. Other Library staff are not permitted to release personal information.
- 2.5. Personal information will be disclosed in accordance with The Corporation of the County of Lambton Freedom of Information and Protection of Privacy Policy (A19.02).
- 2.6. Parents and legal guardians may request access to library records children. Access to records may be provided in accordance with The Corporation of the County of Lambton Freedom of Information and Protection Privacy Policy (A19.02).
- 2.7. Patrons may request access to personal information using a Lambton County Library Access to Information Form.
- 2.8. Staff who are registered as patrons of the Library have the same privacy and confidentiality rights as members of the public.

## **3. Accuracy**

- 3.1. Lambton County Library will request updates to patrons' personal information at the time of Library membership renewal.

- 3.2. Patrons may change their personal information by visiting any Library location.
- 3.3. Photo identification with a current address is required to verify patron records.

#### **4. Retention of Information**

- 4.1. Personal information is retained in accordance with The Corporation of the County of Lambton Records Management Policy (A12.01).
- 4.2. Personal information is collected voluntarily and stored electronically in a central secured database.
- 4.3. Personal information is used to create borrower record. Borrower records allow the Library to assign resources and services to an individual.
- 4.4. Resource and service transactions remain on the database:
  - 4.4.1. As long as circulation records indicate an item remains on loan.
  - 4.4.2. As long as fees or fines associated with Library materials or services remain unpaid.
  - 4.4.3. As a historical record of items lost, material fees and fines remain attached to all borrower records.
  - 4.4.4. To provide circulation record and to assist Library staff with the selection of materials for patrons unable to independently attend the Library.

#### **5. Disposition of Records**

- 5.1. Records are disposed of in accordance with The Corporation of the County of Lambton Records Management Policy (A12.01).

#### **6. Exceptions**

- 6.1. If patrons do not return items on time, or owe the Library money from fines, lost or overdue items, etc., Lambton County Library reserves the right to provide such information to other libraries, a collection agency, or to take other legal action if warranted for collection purposes.
- 6.2. Nothing in this policy prevents 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 circumstances related to the temporary or permanent banning of patrons.

### **ASSOCIATED DOCUMENTS**

The Corporation of the County of Lambton Freedom of Information and Protection of Privacy Policy (A19.02)

The Corporation of the County of Lambton's Records Management Policy (A12.01)

Lambton County Library Access to Information Form

Lambton County Library Video Surveillance Policy

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56

Public Libraries Act, R.S.O. 1990, Chapter P. 44

## POLICY HISTORY

REVISION	DATE	PREPARED BY
Created	January 1, 2020	Manager, Library Services