



CONFIDENTIALITY OF PATRON INFORMATION POLICY

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Introduction

The Wainfleet Township Public Library adheres to its legal responsibility to protect the rights 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 Wainfleet Township 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*.

The Library's confidential patron 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 users
- All items faxed to and for library users
- All suggestions for purchase of library materials submitted by library users
- All databases and other files or materials consulted by, or on behalf of, library users
- All Internet or other online searches conducted by, or on behalf of, library users
- All customer comments submitted by library users
- All program registration information

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 except 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.

Rights of Library Users

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:

- What information is recorded in their patron records
- What materials are charged out to them
- The outstanding balance of their financial accounts, if any
- The status of reserves placed on their behalf

Library members are entitled to ask that information in their records be corrected or updated as necessary.

Parents of children who have a juvenile library card may see the list of material their child has overdue. The parent must come in person; either be accompanied by the child or present the child's library card to verify that they are the child's parent/guardian. Requests by parents to see the list of material overdue for children who have a Young Adult card must be referred to the Chief Executive Officer (CEO).

Rights of the Library

Patron library cards expire bi-annually. At the time of expiration, the patron's name, mailing address and telephone number will be verified for accuracy.

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.

The Library will retain the names of borrowers 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 lost or damaged by the borrower.