

No: OP6	Title: Handling Patron Information and Feedback
Type: Operational: Operations	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended:	Previously: 01-04 11-07-09
Related Policies	<ul style="list-style-type: none"> OP4: Guidelines for Proper Behaviour in the Library
Associated Documents	<ul style="list-style-type: none"> <i>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56</i> <i>Public Libraries Act, R.S.O. 1990, c. P.44</i>
Implementation Procedures	<ul style="list-style-type: none"> Appendix L: Health and Safety Reporting Forms

Schreiber Public Library is committed to protecting the privacy of all Library members and patrons who visit the Library's building and website. The Library is governed by the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56* and the *Public Libraries Act, R.S.O. 1990, c. P.44*. Information is collected under the authority of the *Public Libraries Act* for the administration of Library operations.

SECTION I: Confidentiality and Protection of Privacy

1. Schreiber Public Library recognizes that the users' 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, programs, and services, remains confidential.
2. Personal information is defined in the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (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, including sign-up sheets and information on Internet use.
3. The Schreiber Public Library Board ensures that:
 - 3.1. The Library complies with the spirit, principles, and intent of *MFIPPA*;
 - 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 provisions of *MFIPPA*;
 - 3.3. The privacy of an individual's personal information is protected in compliance with the privacy provisions of *MFIPPA*.
4. The Library Board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) of Schreiber Public Library as the individual accountable for the organization's compliance with legislation, and ensures that:
 - 4.1. The purposes for which personal information is collected shall be identified by the Library at or before the time the information is collected;
 - 4.2. Consent of the individual is acquired for the disclosure of collection use or personal information;

[REDACTED]

SECTION III: Use of Personal Information

1. Personal information such as name, gender, age, telephone number, email address, or mailing address is not automatically collected. All personal information is obtained directly and voluntarily from members/users of the Library's system through registering as a Library member or accessing Library services via email and/or the website. Reasonable care is used in the disposal of paperwork which records patron identification.
2. Personal information collected for Library membership is used to record who has borrowed Library materials, to contact members for overdue items and fines, to retrieve overdue materials/fines, and to inform members about materials placed on hold for them or requested for them via the Interlibrary Loan (ILL) system.
3. Personal information is not sold or shared with any other organization.
4. Access to the Library's website may lead the user to third-party websites over which the Library has no control. The Library assumes no responsibility for third-party use of personal information acquired by accessing their website.
5. Patrons have the right to access their personal information, or that of a child/ward under the age of sixteen (16), on record with Schreiber Public Library, at any time. It is also available through the Library's website, at www.schreiberlibrary.ca, by accessing the public catalogue and logging in with a Library ID number and PIN (Personal Identification Number). Library staff can also access this information on behalf of a patron. No other person is entitled to information contained in the Library database, unless through authorized family record linking.
6. In order to protect the confidentiality and accuracy of a patron's personal data, the Library card must be presented each time items are borrowed from the Library.
 - 6.1. Library cards are nontransferable.
7. Law enforcement authorities must provide a warrant to access patron information, and will be referred to the Township of Schreiber and Schreiber Public Library Board authorities to determine actions to be taken.
8. The Library uses software that receives and records the Internet Protocol Address of the computer that has contacted the Library's website, and/or accessed the Library's online databases. No attempt is made to link this information with personal identities of individuals. Visitor information (virtual and in person) and materials use is recorded for statistical purposes only and/or to comply with reporting requirements under the guidelines of the Ontario Ministry of Culture.

9. In addition, the Library uses software to record Internet websites visited for statistical purposes and IT support software for remote access for diagnostic and troubleshooting purposes. No attempt is made to link any information accessed to personal identities of individuals.
10. Questions or concerns about the privacy of information should be directed to the Chief Executive Officer (CEO) of Schreiber Public Library.