

Georgina Public Library Board Policy Manual

Policy Title: Privacy of Membership Information

Intent

Georgina Public Libraries are committed to protecting the privacy of our members and all patrons who visit the library or our website. We are governed by the Municipal Freedom of Information and Protection of Privacy Act and the Public Libraries Act. Information is collected under the authority of the Public Libraries Act for the administration of library operations.

Regulations

- Personal information such as name, phone number, e-mail address, or mailing address is not automatically collected. All personal information is obtained directly and voluntarily from members/users of our system through registering as a library member or accessing our services via e-mail or our web site. Reasonable care is used in the disposal of paperwork which records patron identification.
- 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 interloan system.
- Personal information is not sold or shared with any other organization.
- Access to the library web site may lead the user to third party sites over which the library has no control. The library assumes no responsibility for third party use of personal information acquired by accessing their site.
- Patrons have the right to access their personal information, or that of a child/ward under the age of 16, on record with Georgina Public Libraries, at any time. It is also available through our website at www.georgina-library.com, by accessing the public catalogue and logging in with a library ID number and PIN (personal identification number). 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.
- In order to protect the confidentiality and accuracy of a patron's personal data, the library card must be presented each time

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items are borrowed from the library. Library cards are non-transferable.

- Law enforcement authorities must provide a warrant to access patron information, and will be referred to Town of Georgina and Library Board authorities to determine action to be taken.
- The library uses software that receives and records the Internet Protocol address of the computer that has contacted our web site, and/or accessed our online databases. No attempt is made to link this information with personal identities of individuals. Visitor information (virtual and in person) and material use is recorded for statistical purposes only and/or to comply with reporting requirements under the guidelines of the Ontario Ministry of Culture.
- In addition, the library uses software to record internet sites 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.

Questions or concerns about the privacy of information should be directed to the CEO of the Library.

- Attachments:
Georgina Public Library Privacy Statement

POLICY HISTORY:	
Initial Draft	November 22, 2006
Draft Presentation Review	June 28, 2007
Board Presentation:	August 2007
Board Adoption:	August 2007