

TABLE OF CONTENTS

1. PHILOSOPHY 2
2. CONFIDENTIALITY 2
3. REQUESTS FOR INFORMATION 3
4. REQUESTS FOR PERSONNEL INFORMATION..... 3

BARRIE PUBLIC LIBRARY
PRIVACY POLICY

MOTION #16-34

Reviewed June 23,

1. PHILOSOPHY

The Barrie Public Library is committed to protecting the privacy of personal information in its keeping, within the access and privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Information Protection and Electronic Documents Act (PIPEDA).

Patron borrowing and electronic resource use records of the Barrie Public Library are confidential. Personal information is collected under the authority of the Public Libraries Act, RSO 1990, Chap P44, Section 23 Subsection 4 and the Barrie Public Library Board motion #95-46. This information may be used for fundraising and in management of Library Services. Access to this information is limited to:

- Library employees working within the scope of their duties
- The individual to whom the information relates, or to the person who has lawful custody of the individual, or to someone holding Power of Attorney for a specified individual
- Response to the request for specific personal information from a law enforcement agency, supported by a warrant
- The Library's authorized collection agency for the collection of library property, unpaid fees, fines, or other charges.

2. CONFIDENTIALITY

- 2.1 All information contained in or developed from the Library's database that pertains to membership records or that identifies individuals and their borrowing record is confidential.
- 2.2 Upon presentation of his/her library membership card or other sufficient identification, a member may query his/her records.
- 2.3 Upon presentation of his/her library membership card or other sufficient identification and their child's/ward's library card or identification for the child/ward, a patron may query the library account of his/her minor-age children or wards.
- 2.4 Individuals who jointly agree to link their accounts may view and change any information in either account with the exception of the PIN. They may also check out holds or other materials on the linked account. All linked individuals must be physically present to create the link but any individual may choose to sever the link at any time by notifying Library staff.
- 2.5 No other person is entitled to information contained in the Library's database except authorized Library personnel in the course of their duties.

**BARRIE PUBLIC LIBRARY
PRIVACY POLICY**

MOTION #16-34

Reviewed June 23,

- 2.6 Once material is returned to the Library and checked in, the name of the five previous patrons who used the material remains in the background file on the item record for use by authorized Library personnel.
- 2.7 Once overdue fines or other charges have been cleared on a Library patron's record, the information remains in a database file for aggregate use by authorized Library personnel.

3. REQUESTS FOR INFORMATION

- 3.1 Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant or at the discretion of a manager.
- 3.2 Upon receipt of such warrant, the CEO shall consult the Library Board's solicitor to ensure that the warrant is in proper form and seek further advice.
- 3.3 Records and information held by the Library shall be dealt with in accordance with the provisions of the Public Libraries Act R.S.O. 1990, Chapter P.44, the Municipal Freedom of Information and Protection of Privacy Act, 1989, and the Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act (Canadian Anti-Spam Legislation).
- 3.4 An employee should seek guidance from his/her immediate supervisor/manager if uncertainty exists regarding the release of patron information.

4. REQUESTS FOR PERSONNEL INFORMATION

- 4.1 Staff, when asked by the public, may disclose their full name or the first name of other staff, the business telephone, the full name of Management staff and their position title. Where disclosure could reasonably be expected to seriously threaten the safety or health of an individual, a staff member need not identify him/herself or other staff and should refer the patron to their supervisory/manager or senior staff if a manager is not available.
- 4.2 Any concerns or complaints by the public concerning staff performance should be directed to that staff person's immediate supervisor/manager.

Motion #08-14	Approved February 28, 2008
Motion #09-20	Reviewed June 25, 2009
Motion #11-16	Reviewed April 28, 2011
Motion #14-36	Revised November 27, 2014
MOTION #15-27	Revised June 25, 2015
MOTION #16-34	Reviewed June 23, 2016