



AURORA PUBLIC LIBRARY BOARD

PRIVACY POLICY

1. **INTRODUCTION**

In accordance with the Public Libraries Act and the Municipal Freedom of Information & Protection of Privacy Act, all customers of the Aurora Public Library have the right to privacy and confidentiality regarding their use of Library—services and collections. Accordingly, customer borrowing and electronic use records are held in confidence by the Library and are accessed only for the purposes identified at the point of collection. An example of notification as to purpose is:

This personal information is collected under the authority of the Public Libraries Act R.S.O. 1990, Chapter P.44 for the purpose of delivering Library services. Questions regarding the collection of this information should be directed to: Chief Executive Officer, Aurora Public Library, 15145 Yonge Street, Aurora, ON L4G 1M1, (905) 727-9494.

2. **COLLECTION OF PERSONAL INFORMATION**

Under the authority of the Public Libraries Act, the Aurora Public Library collects personal information. The purpose of collecting personal information is for the management and administration of library services. It enables the Library to fulfill its mandate of making materials available and ensuring Library resources are safeguarded. The Library must maintain customer records to provide data needed for planning and statistical analysis.

Personal information is defined as recorded information about an identifiable individual that links the name of the individual with other information about him/her. For the Library's purposes, that information *may include but is not limited to*:

- .1 Name, address, telephone number, e-mail address (if applicable)
- .2 Gender
- .3 Year of birth for children less than 16 years of age, as well as the identity of the parent or legal guardian
- .4 Borrowed materials
- .5 Overdue fines and other charges
- .6 Holds / requests for materials
- .7 Information related to registration for Library programs

3. **RETENTION OF USE INFORMATION**

Personal information about the identity of Library customers is collected and stored

electronically in a central database. The Library also records transactions necessary for proper administration and the provision of services and programs.

4. ACCESS TO PERSONAL INFORMATION

All information contained in the Library's databases including customer registration data or circulation transaction files or reports is confidential.

Access to customer information is limited to:

- .1 Library employees and authorized volunteers, working within the scope of their duties.
- .2 The individual to whom the information relates or, if the individual is less than 16 years of age, the person who has lawful custody of that individual. Access by an individual requires proof of identity.

Personal information held by the Library, including customer borrowing and electronic use records, will not be divulged to a third party, except in very specific permissible circumstances, including:

- .1 The parent or guardian of an individual who is less than 16 years of age.
- .2 Someone holding Power of Attorney for a specified individual, where proof of that Power is furnished.
- .3 The Library's authorized collection agent, for pursuit of overdue accounts and Library property.
- .4 A law enforcement agency requesting specific personal information, where the request is supported by a formal warrant.
- .5 Information about what an individual has borrowed is shared only with the library card holder. Possession of a library card is considered consent by the card owner to share such information with the person holding the library card. Individuals may designate family members or others to borrow materials for them using their card. It is assumed consent has been granted if another individual is in possession of the library card.

Staff, board members and volunteers are responsible for maintaining the confidentiality of all personal, proprietary or privileged information which they may be exposed to while serving the library in any capacity, whether this information involves members of staff, volunteers, customers or other persons, or involves the overall business of the library. Personal information may include name, address, occupation, religion, gender identification, work schedule, program registration, payments to and from the Library, number and titles of items they have borrowed, amount of fees or fines owing to the Library, attendance on the Library premises, membership in the Library, medical information, issues and opinions expressed by the individual.

At the time of recruitment both staff and volunteers sign a confidentiality statement as a condition of participation with the library. This statement is re-affirmed with staff during the annual performance review process.

The Library Board confidentiality policy is reviewed during the orientation of the Board and is part of the APLB Code of Conduct for members.

5. USE OF SOCIAL MEDIA

Staff, Board members and authorized volunteers may not cite, comment or obviously reference personal details or images about a library user, partner or supplier without obtaining prior consent.

6. DISPOSAL OF PERSONAL INFORMATION

Personal information held by the Library, including information concerning an individual's use of the Library, is disposed of in a manner that continues to ensure the protection of privacy.

Related Policies

1. APL General Records and Personal Information Banks
2. APL Circulation and Fees Policy
3. Volunteer Policy
4. APLB Code of Conduct

Approval Date: January 18, 2017Motion #:...17.01.10
Date of Last Revision: September 17, 2014