

Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-01

**Policy Title: Protection of Privacy and
Access to Information**

**Initial Approval Date: October 2012
Last Review/Revision Date: 2017
Review Date: 2021**

Objective

To provide guidelines to ensure that personal information about clients and their use of library materials, services and programs remains confidential while ensuring access to personal as well as library information.

Scope

The Madawaska Valley Public Library (the Library) recognizes that the clients' choice of materials they borrow and websites they visit is a private matter. In addition the Township of Madawaska Valley Public Library Board (the Board) upholds the rights of the public to access their personal information held by the library and is committed to making access to information about the governance and operations of the library available to the public.

Section 1: Privacy

1. Personal information is defined in *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 c. M56 (MFIPPA), in part, as "recorded information about an identifiable individual." This may include, in the library context, information on a client's borrowing habits, as well as information related to computer use, including sign-up sheets and information on Internet use.
2. The Board ensures that:
 - a) The Library complies with the spirit, principles and intent of MFIPPA
 - b) 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 access provisions of MFIPPA
 - c) The privacy of an individual's personal information is protected in compliance with the privacy provisions of MFIPPA.
3. The library collects on paper and/or in electronic records:
 - a. Name, address, telephone number, ID and proof of residency of each registered library user
 - b. Date of birth of registered library users under the age of twelve
 - c. Information about what an individual library user has borrowed or items placed on hold
 - d. Information about fines
 - e. Information about a public meeting room space booked by a specific individual or organization
 - f. Information about programs an individual has registered to attend

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- g) Personal information shall be protected by security safeguards appropriate to the sensitivity of the information
- h) The Annual Statistics Report to the Privacy Commission of Ontario is submitted.
- 6. Any library user who feels their privacy has not been protected may challenge library practices with the CEO. A library user who is not satisfied with the result of their challenge may appeal to the Board, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

Section 2: Access to Information

1. The Board recognizes that responding to requests for information is a statutory obligation.
2. In accordance with the Public Libraries Act the public can inspect any records that the Board's secretary has on file except where exemptions are allowed under Section 6-16 of the MFIPPA.
3. Upon request, an individual will be informed of the existence, use, and disclosure of his or her personal information, and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
4. All requests for information or for records, not publically available, must be made in writing.
5. The CEO will give written notice to the person making a request, as to whether or not access to the record or part of it will be given as prescribed in the MFIPPA.
6. Fees will be applied according to the Municipal Freedom of Information and Protection of Privacy Act R.R.O. 1990 Regulation 823.

Section 3: Breach of Privacy

1. A breach is any unauthorized or illegal collection, use, or disclosure of personal information.
2. In the event of a breach the CEO or designate will:
 - a. Contain the breach and repatriate the information
 - b. Assess the severity of the breach
 - c. Notify affected parties and the Information and Privacy Commissioner as required
 - d. Investigate the cause of the breach
 - e. Implement corrective actions.

Related Documents:

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Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56

**Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Regulation
823**

Information and Privacy Commissioner of Ontario: **What are the Privacy Responsibilities of
Public Libraries? 2002** (current version or equivalent)

Policy Number OP-14 Circulation (not complete)