



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2015-15	Date of Review:	2020
Date Approved:	June 15, 2015	Chairperson's signature:	Margaret Lupton
Reference Policy:	County of Oxford Policies: 5.38 Confidentiality Policy 8.02 Anti-Spam Policy 8.06 Electronic File, E-mail and data storage and security policy 8.09 Access and Privacy Policy		

Privacy and Access to Personal Information Policy

BACKGROUND

Oxford County Library collects personal information in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, c. M56, and under the authority of the Public Libraries Act, R.S.O. 1990, c. P. 44, in order to conduct library operations.

PURPOSE

Oxford County Library recognizes that users' choice of materials borrowed and websites visited 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, services and programs remains confidential. In addition, the Library 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.

This policy addresses personal information and privacy procedures specific to library operations. It does not replace or duplicate any County policies already in place.

PROCEDURES

Section 1: Privacy

Personal information is defined in the **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 could include, in the library context, information on a user's borrowing history, as well as information related to computer use.

1. Collection of Personal Information

Oxford County Library collects the following information when registering a new user:

- Name
- Address
- Telephone number
- Name of guardian (in the case of children under the age of 13)
- E-mail (optional)



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- Date of birth (optional for patrons over the age of 18)

2. Use of personal information

Personal information is collected and used by internal staff for the purpose of providing library services including, but not limited to, the following:

- Access to library materials and services
- Program registration
- Computer use and bookings
- Automated telephone system
- eNewsletters and marketing of library resources and services
- Electronic communications – email alerts for holds, fines, fees or outstanding library materials
- Library fund development
- Non-identifying statistical purposes
- Fraud prevention or abuse of library services.

Information will only be used for the purpose for which it was collected, and will not be disclosed except with consent of the individual or as required by law.

3. Consent

Consent to collect personal information is expressed by the patron at the time of registration by any one of the following actions:

- Patron accepting and signing an Oxford County Library card
- Patron completing and submitting an application form
- Patron completing and submitting an electronic form through the website.

Individuals may choose to not provide all requested information. However, this may result in the Library not being able to provide the individual with all available services.

Parents or legal guardians must be available to give consent for a child under the age of 13 to register for a library card.

Section 2: Disclosure of Personal Information

Oxford County Library has a responsibility to respect the privacy of individuals and the confidential nature of personal information. Staff may view and amend patron records as required to perform appropriate library functions. Staff are not permitted to view or



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amend records outside the scope of their duties.

Personal information may only be disclosed by the CEO or their designate if:

- A subpoena or court order is presented; or an active law enforcement investigation is underway
- An active child in need of protection investigation is being conducted by the Children's Aid Society
- An adult patron gives written consent
- A legal guardian for minor children (under the age of 16) gives written consent
- Information is required to ensure the safety of library staff, to protect the library property, or to enforce library policy
- In accordance with section 32 of the MFIPPA.

Parents and legal guardians may request access to library records for children under the age of 16. Access to records may be provided after the identity of the parent/guardian is confirmed and the age of the child is established.

Any patron who feels their privacy has not been protected may challenge library practises, in writing, with the CEO. If not satisfied with the result, the patron may appeal to the Library 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.

Staff who are registered as patrons of the library have the same privacy and confidentiality rights as members of the public.

Accuracy

Oxford County Library updates patron information bi-annually. Patrons may change their personal information at any time, by visiting any branch location. Photo identification with a current address may be required to verify patron records.

Retention of Information

Personal information is collected voluntarily and stored electronically in a central consortial database. Third-party host organizations are obligated to protect client information under the terms of Ontario Library Consortia contract agreements.

Personal information is used to create a borrower record. Borrower records allow the library to assign resources and services to an individual. Resource and service transactions remain on the database:



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- As long as circulation records indicate an item remains on loan
- As long as fees or fines associated with library materials or services remain unpaid
- As a historical record of items lost, material fees and fines remain attached to all borrower records
- To provide a circulation record for Home Service patrons, and to assist library staff with the selection of materials for patrons unable to independently attend the library.

Temporary backup files of database transactions are created and saved on a daily, monthly and quarterly schedule. Files are saved for the purpose of restoring data in case of a system failure and are stored securely, and disposed of on a routine schedule.

Paper records containing personal information are securely retained and disposed of pursuant to County of Oxford Records Retention By-law.

Related documents:

County of Oxford. Law Enforcement Disclosure Form.

County of Oxford Form 8.09A. Freedom of Information Request Form.

County of Oxford Privacy Breach Protocol.

County of Oxford Records Retention By-law No. 4957-2008.