



# Whitby Public Library

## Privacy Policy

<b>Policy Type:</b>	Public
<b>Authority/Created:</b>	Library Board
<b>Date Created:</b>	May 17, 2017
<b>Date Reviewed:</b>	November 16, 2022

Whitby Public Library is committed to protecting the privacy of our patrons and everyone who visits the Library and our website. We will make information about the Library available to the public, and will protect the privacy of personal information in our custody in keeping with the access and privacy provisions of 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.

The Whitby Public Library will not sell, exchange or otherwise distribute or disclose patron addresses, phone numbers, email addresses, library account records or other personal information for non-library purposes to outside parties, except for circumstances detailed in this policy.

### Library Accounts

All information related to library users' registration, including name, address, contact information, and materials borrowed is confidential except in the following circumstances:

- Parental/legal guardian requests for information regarding their child's account for children under the age of 16
- Overdue and holds notification from the Library by telephone, email or mail to their home (title information may be included in mail and email).
- Agencies collecting monies owed to the Library

- Official police investigations

The library catalogue provides access to Library users' records with their library card number and PIN number. In order that they may review their library activity, information is stored in their personal library account, which includes their name, email address, postal address, phone number, fines, current checkouts, and requests/holds information. Information about items they borrow is not kept beyond the return of the item unless it is incomplete, damaged, or overdue. If an individual chooses to, a list of all items borrowed will be kept and made available in the catalogue. Outstanding items and fees remain on library users' records indefinitely, as do notes regarding any unresolved problems in their account.

## **Library Website, Online Forms and Databases**

Library users do not have to provide personal information to visit the Whitby Public Library website or to download information, except in these circumstances:

- A library card is required to access the My Account features of the online catalogue as noted above and to check out electronic materials, including, but not limited to, ebooks and e-magazines.
- A library card number is also required for accessing certain electronic database products from home. The library card number is required for authentication as a library user and may require a personal email address to access the product.
- Online library card registration form and email notification form information is sent to a library email account which is accessed by authorized staff only. The personal information provided to initialize a library card online is stored on the online library card service provider's server for 30 days, after which it is anonymized and any personally identifying information is removed from the site. The personal information stored for the first 30 days can only be accessed by authorized Library staff, and the service provider if requested by library staff.
- The IP address of a computer accessing the Whitby Public Library website is recorded for usage statistics, service development and maintenance only. We do not attempt to associate the IP address with the identity of an individual user to the website.
- Various websites link through the Whitby Public Library's website. Visitors to any linked website are advised to check the privacy statements on those sites and to be cautious about providing personal information without a clear understanding of how that information will be used.

- A library card number is required to set up, apply and redeem funds to and from an account used to pay for printing, photocopying and other library fees. Only name, library card number and budget amount information is stored.

## **Public Computers**

All history or cache files which might identify how a person has used a library public access computer are cleared from the memory cache on the workstation once the computer is rebooted at the end of a person's session. The person using the public computer is responsible for ensuring the computer is rebooted at the end of their session. Library barcode numbers used to log on to public computers are retained for statistical purposes for a period of one month.

While the Library takes steps to ensure the workstation setups are secure and working properly, the library cannot guarantee a patron's privacy regarding Internet sites visited on public computers.

The library cannot guarantee privacy in situations where patrons have saved personal documents on public computers. Patrons must assume responsibility for correctly saving personal documents.

## **Wireless**

Users of the wireless service authenticate by simply accepting the terms and conditions on the Wireless Welcome page. The library temporarily stores the MAC address of the devices that have connected to the service. The Library uses the log information for monthly usage statistics gathering purposes only.

## **RFID**

The radio frequency identification (RFID) tags attached to library materials contain no information about the patron or the title of the item being borrowed. The tags are programmed only with an identification number similar to a barcode number and a security bit. The number has no meaning on its own and must be matched to the library database by a staff member in order to identify the item.

## **Disclosure of Information**

The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fees.

In addition, the Library will release an individual patron's information upon receipt of the patron's consent, or where information is required by law. See the Library's Collection and Disclosure of Personal Information Policy for further details.

## **Retention of Information**

All information related to a library user may only be used by library employees working within the scope of their duties.

The Library does not automatically gather any personal information, such as name, phone number, e-mail or address. This information is only obtained if it is supplied voluntarily, usually through registering as a library member or contacting the Library via e-mail or the website.

Personal information collected for library membership is used to record who has borrowed library materials, to contact members for overdue items and fines, and to inform members about items that have been put on hold for them.

The personal information and borrowing history of Visiting Library Services patrons are retained with their permission. This is done in order to assist staff in selecting and delivering materials for the user.

If you have any further questions on privacy, please direct them to the Chief Executive Officer of the Library.