



Confidentiality of Library Borrower Information Policy

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General

In accordance with the Public Libraries Act and the Municipal Freedom of Information and Protection of Privacy Act, all users of the Bradford West Gwillimbury Public Library have the right to privacy and confidentiality regarding their use of the Library’s services and collections. Accordingly, 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, Bradford West Gwillimbury Public Library, 425 Holland Street West, Bradford ON L3Z 0J2, (905) 775-3328

Collection of Personal Information

Under the authority of the Public Libraries Act, the Bradford West Gwillimbury Public Library collects personal information.

The purpose of this collection is for the management and administration of Library services. It enables the Library to fulfill its mandate by making materials available, keeping necessary records, planning purposes, statistical analysis, and ensuring the Library resources are safeguarded.

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 is mandatory
2. Identity of the parent or legal guardian for children 13 years of age and under is mandatory.
3. Birth date.





4. E-mail address
5. Borrowed materials.
6. Overdue fines and other charges
7. Reservations/requests for materials
8. Information related to registration for Library programs

Retention of Use Information

Personal information about the identity of Library borrowers is collected voluntarily and is stored electronically in a central database. The Library also records current transactions which identify use of the Library by a specific individual. This transaction information is temporary and is deleted as part of the ongoing maintenance of the Library automation system. An exception is made for authorized uses, such as tracking use data for home-bound borrowers served by the Visiting Library Service.

Access to Personal Information

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

Access to borrower's records and personal information held by the Library, including borrowing and electronic use records will not be divulged to a third party, except in very specific permissible circumstances:

1. Library employees working within the scope of their duties.
2. The individual to whom the information relates or, if the individual is 13 years of age or under, the person who has lawful custody of that individual. Access by an individual requires proof of identity.
3. Someone holding Power of Attorney for a specified individual, where proof of that Power is furnished.
4. The Library's authorized collection agent, for pursuit of overdue accounts and Library property.
5. A law enforcement agency requesting specific personal information where the request is supported by a formal warrant.





Explanatory Note: A borrower may elect to give his or her Library card to another person or to link another borrower's records. This practice implies consent to access the borrower's record for that purpose only.

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 & Legislation

- P&S-01 Internet Access Policy
- Public Libraries Act
- Municipal Freedom of Information and Privacy Act
- Freedom of Information and Protection of Privacy Act

