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AI-generated content may be incorrect.

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| Policy Type: **Operational** | Policy Number: **11 – 04** |
| Policy Title: **Privacy Policy** | Policy Approval Date: **April 9, 2025** |
|  | Review Date: **April 2027** |

# Purpose

All users of the Grimsby Public Library have the right to privacy and confidentiality regarding their use of the library’s services, programs and collections. This policy outlines the information collected, conditions and exceptions and retention of information.

# Guidelines

All information collected from individuals under the authority of the Public Libraries Act, is subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Under these acts, all users of the Grimsby Public Library have the right to privacy and confidentiality regarding their use of the library’s services, programs and collections. Patron 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.

# Collection of Personal Information

The Grimsby Public Library collects personal information under the authority of the Municipal Freedom of Information and Protection of Privacy Act for the provision of library services and programs. Personal information is defined as recorded information about an identifiable individual. For the Library’s purposes, that information includes:

* Name, address, telephone number, year of birth, and e-mail address (if applicable);
* The name of the parent or legal guardian of all children up to age 16 without appropriate identification of their own;
* Borrowed materials;
* Lost item charges;
* Holds/requests for materials;
* Information related to registration for Library programs;
* Information related to volunteer application forms;
* Information related to sponsors, benefactors and donors;
* Information related to recruitment.

Library patrons can see personal information about themselves upon request. Only parents or legal guardians, who are listed as the person responsible for the child, may obtain information about their child’s account until they turn 16 years old.

The Library collects video recordings through security cameras provided by the Town of Grimsby. Recordings are used to ensure the security and safety of collections, staff and individuals using the library. Video recordings that are not being used for law enforcement or public safety purposes shall be routinely erased after 15 days. Video recordings that are being used for law enforcement or public safety purposes shall be retained for a period of 1 year.

The Library collects photos and video of Library users at Library events and programs. Photos/video of recognizable individuals taken by Library staff or for Library purposes will not be used without prior permission. The Library is not responsible for any third party reuse or reposting of photos/video taken at Library programs and events.

In keeping with Canadian Anti-Spam Legislation (CASL), email addresses are used solely for the intended purpose, for which the patron has provided explicit consent, and will not be shared with any other individual or organization.

# Retention of User Information

When a patron registers for a library card, they voluntarily provide personal information, which is then stored electronically in the Library's integrated system. Library program registration information is stored on an online platform and is deleted following the conclusion of the program. Information about borrowed items is not kept once the material is returned to the library unless it is overdue, lost, damaged, or the patron has opted to make use of the Reading List option through the Library’s online catalogue.

# Disposal

If used during the membership application process, completed paper membership forms are shredded once they are put into the Library’s integrated system. Personal information that is recorded to register for a library program is routinely deleted following the event or program.

# Access to Personal Information

Access to patron information is limited to:

* Library employees and authorized volunteers, working within the scope of their duties.
* 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 patron borrowing and electronic use records, will not be divulged to a third party (including partner’s), except in very specific permissible circumstances, including:

* The custodial parent or guardian of an individual who is less than 16 years of age.
* Someone holding Power of Attorney for a specified individual, where proof of the Power of Attorney is provided.
* A law enforcement agency requesting specific personal information, where the request is supported by a formal warrant or otherwise required by the law.

Patrons should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and protect their information. If a patron brings a library card that belongs to another person, it implies consent to pick up material on hold for that person or pay that person's fines. It does not allow access to other information in that person's record.

# Correction of Personal Information

The Library and Library users have the right to request a correction of personal information if erroneous data is identified. The Library has a right to request supporting documentation from a patron when making any corrections. Patrons are responsible for identifying changes in personal information such as name, address or contact information to maintain the accuracy of their information.

# Online Databases and Apps

Patrons using databases and apps through the Grimsby Public Library are required to enter their library card number to access these products. The library card number is verified against the Library’s patron database. Library patrons can consult the privacy policies of individual services (for example: OverDrive/Libby) for more information about the privacy policy of individual products.

# Computer Workstations

The Library uses automated software to remove any new files or downloads on the public computer hard drive at the end of each session. For the software to work, patrons should end their session when finished. Any documents or images displayed on the workstations may be viewed by others walking by or at neighbouring stations. For detailed information on what constitutes inappropriate use of library computers, please refer to the Library Code of Conduct Policy.

# Wireless Internet

The wireless network provided by the Grimsby Public Library is an open, unsecured network and the Library cannot guarantee the security of a patron’s device while using it.

# Electronic Communication

Patrons may use email or social media to contact library staff. This communication can only be accessed by authorized library staff. Polls or surveys are conducted by the Library to gauge public opinion. No identifiable data will be collected without permission.

# Access Requests

All Grimsby Public Library patrons have the right to access their personal information as well as information regarding library operations. The request may be submitted on an informal or formal basis, depending on the nature of the request. Any requests are subject to the exemptions outlined in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

## Informal Requests

Patrons must provide appropriate identification before personal information will be provided. For example, upon presentation of their library card or other approved identification, a patron may query their records and/or the records of their minor age children or wards. At any time the Library may transfer a patron’s access request to a Freedom of Information request.

## Formal Requests

Information from the Library’s database shall only be released to the police or government agencies upon the presentation of a proper and valid warrant. In the absence of a warrant the information requested must be in accordance with Section 32(g) and 32(i) of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) In such cases, the senior staff member on duty has the authority to release personal information to the police or government agencies in Canada to aid an investigation leading or likely to lead to a law enforcement proceeding or in compassionate circumstances to facilitate contact with next of kin of an individual who is injured or deceased. All such requests must be documented on the Grimsby Public Library’s Disclosure of Personal Information form created for this purpose.

All other formal requests for personal or operational information must be done in writing. Requests by written letter must include the following information:

* Full name and mailing address;
* Telephone number;
* Detailed information regarding the requested records.

All formal requests must be addressed to the Grimsby Public Library CEO & Chief Librarian, who serves as the Freedom of Information Coordinator. Each request will be reviewed to determine if the Library will release the requested information. Written notice by the CEO will be provided to the individual or group submitting any request.

The CEO & Chief Librarian can be contacted at:

Office of the CEO & Chief Librarian

Grimsby Public Library,

18 Carnegie Lane

Grimsby, Ontario

L3M 1Y1

Telephone: 905-945-5142

E-mail: [gen-library@grimsbylibrary.ca](mailto:gen-library@grimsbylibrary.ca)

## Contravention of Policy

The Grimsby Public Library Board reserves the right to remove the privileges of any Library user found in contravention of the Grimsby Public Library Board’s policies.

# Related Policies

* Code of Conduct Policy

# Appendix A

### **Disclosure of Personal Information form**

Request from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (insert Police Force) for Access to Personal Information held by the Grimsby Public Library for the purposes of law enforcement as defined by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

In accordance with the provisions of MFIPPA sections 32 (g) and (i) respecting permitted disclosure of personal information to aid in investigation undertaken with a view to a law enforcement proceeding, or from which a law enforcement proceeding is likely to result; in compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased, access to the following records is requested:

### **Section 1: To be completed by Police Officer(s)**

Employee or  Patron Name: (please check one)

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Description of Information Requested:

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### **Section 2: To be completed by Police Officer(s)**

Occurrence Number:

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|  | Review Original/Digital Documents |  | Copies Requested |  | Original Requested\* |

\*Originals are released only upon receipt of a subpoena. Copy of file/record must be retained by Library.

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| Signature of Investigating Officers |  | Name (please print) |  | Badge/ID Number |  | Date |
|  |  |  |  |  |  |  |
| Signature of Investigating Officers |  | Name (please print) |  | Badge/ID Number |  | Date |

### **Section 3: To be completed by Library Staff**

The personal information held by the Grimsby Public Library has been released in accordance with the provisions allowing disclosure of information outside the institution pursuant to section 32 of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Please indicate the circumstances under which disclosure was authorized and included any related comments below:

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|  | (g) If disclosure is to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result. |
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|  | (i) In compassionate circumstances, to facilitate contact with the next of kin or a friend of an individual who is injured, ill or deceased. |
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| Signature of Staff Person releasing information |  | Date |

Return all completed original forms to: Office of the CEO and Chief Librarian

Grimsby Public Library

18 Carnegie Lane

Grimsby, ON L3M 1Y1