

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

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| No: OP6 | Title: <i>Handling Patron Information and Feedback</i> |
| Type: Operational: Operations | Authority: CEO |
| Originated: 12-12-12 | Review: Biennial (Even Years) Reviewed: 05-10-18, 12-15-22 |
| Amended: 09-20-18, 12-15-2022 | Previously: 01-04 11-07-09 |
| Related Policies | <ul style="list-style-type: none"> • OP4: Guidelines for Proper Behaviour in the Library |
| Associated Documents | <ul style="list-style-type: none"> • <i>Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, April 19, 2021</i> • <i>Public Libraries Act, R.S.O. 1990, c. P.4, December 10, 2019</i> |
| Implementation Procedures | <ul style="list-style-type: none"> • Appendix OHS: Health and Safety Reporting Forms |

Schreiber Public Library is committed to protecting the privacy of all Library members and patrons who visit the Library's building and website. The Library is governed by the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56* and the *Public Libraries Act, R.S.O. 1990, c. P.44*. Information is collected under the authority of the *Public Libraries Act* for the administration of Library operations.

SECTION I: Confidentiality and Protection of Privacy

1. Schreiber Public Library recognizes that the users' choice of materials they borrow and websites they visit 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, programs, and services, remains confidential.
2. Personal information is defined in the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 2021 c. M.56 (MFIPPA)*, in part, as "recorded information about an identifiable individual". This could include, in the Library context, information on a user's borrowing habits, as well as information related to computer use, including sign-up sheets and information on Internet use.
3. The Schreiber Public Library Board ensures that:
 - 3.1. The Library complies with the spirit, principles, and intent of *MFIPPA*;
 - 3.2. 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 the access provisions of *MFIPPA*;
 - 3.3. The privacy of an individual's personal information is protected in compliance with the privacy provisions of *MFIPPA*.
4. The Library Board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) of Schreiber Public Library as the individual accountable for the organization's compliance with legislation, and ensures that:
 - 4.1. The purposes for which personal information is collected shall be identified by the Library at or before the time the information is collected;

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- 4.2. Consent of the individual is acquired for the disclosure of collection use or personal information;
- 4.3. The collection of personal information shall be limited to that which is necessary for the proper administration of the Library and the provision of Library programs and services;
- 4.4. The Library will not retain any personal information related to the items borrowed or requested by any user, or pertaining to a user's online activity beyond the Readers' Advisory content stored within the Integrated Library System (ILS);
- 4.5. The Library will not disclose personal information related to a visitor or a Library user to any third-party without obtaining consent to do so, subject to certain exemptions as provided by *MFIPPA*. Information will be disclosed:
 - 4.5.1. To a parent or guardian of a person up to sixteen (16) years of age;
 - 4.5.2. Upon the presentation of a search warrant;
 - 4.5.3. To police in the absence of a search warrant to aid an investigation (upon the CEO's discretion);
 - 4.5.4. Personal information may be released, by permission of the CEO, in compassionate circumstances to facilitate contact with next of kin or a friend of an individual who is injured, ill, or deceased.
- 4.6. Library staff's personal information shall be as accurate, complete, and up-to-date as is necessary for the purpose for which it is used;
- 4.7. Personal information shall be protected by security safeguards appropriate to the sensitivity of the information;
- 4.8. Upon request, an individual shall be informed of the existence, use, and disclosure of his/her personal information, and shall 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;
- 4.9. An individual shall be able to address a challenge concerning compliance with the above principles to the CEO.
5. The Library Board and CEO will take into consideration location and security issues of any potential ILS servers when reviewing bids and contracts.

SECTION II: Handling of Patron Complaints

1. Feedback box will be available for patrons for suggestions and complaints.
2. In the event of a complaint by a patron or family member of a minor patron, the following steps should be taken:
 - 2.1. Treat the complainant with respect during the discussion, regardless of the tone of the complaint;
 - 2.2. Inform the complainant that complaints must be put into writing, and provide a Patron Complaint Form;
 - 2.3. If necessary, have the Chief Executive Officer (CEO) process the complaint;
 - 2.4. Gather information, as available, on the purpose of the complaint, as well as expectations and requests for action by the complainant;
 - 2.5. Do not promise to produce any changes which you are not qualified to handle (e.g. Policy changes, limitation of materials for viewing by minors, including on site books and Internet websites);

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- 2.6. Agree to investigate (or have the CEO investigate) any accusations and/or problems within the week, and to have contact made by the CEO following the investigation;
 - 2.7. If the complaint is pertaining to a staff member, have a different staff member complete the interview and investigation. If the complaint is pertaining to the CEO, promise to turn the matter over to the Library Board for further review;
 - 2.8. If the complainant is disruptive to other patrons, move the discussion out of the main area to the Staff Room. If the situation is perceived to be unsafe, remain in the central Library area;
 - 2.9. Should the situation become unsafe, the complainant should be asked to leave the Library while the matter is being investigated. The police may be called in to remove the person if he/she is unwilling to leave.
3. If a situation occurs where a complainant has been violent, or the police were called, an Accident/Incident Report should be completed immediately according to the guidelines of Accident/Incident Report completion.

SECTION III: Use of Personal Information

1. Personal information such as name, gender, age, telephone number, email address, or mailing address is not automatically collected. All personal information is obtained directly and voluntarily from members/users of the Library's system through registering as a Library member or accessing Library services via email and/or the website. Reasonable care is used in the disposal of paperwork which records patron identification.
2. Personal information collected for Library membership is used to record who has borrowed Library materials, to contact members for overdue items and fines, to retrieve overdue materials/fines, and to inform members about materials placed on hold for them or requested for them via the Interlibrary Loan (ILL) system.
3. Personal information is not sold or shared with any other organization.
4. Access to the Library's website may lead the user to third-party websites over which the Library has no control. The Library assumes no responsibility for third-party use of personal information acquired by accessing their website.
5. Patrons have the right to access their personal information, or that of a child/ward under the age of sixteen (16), on record with Schreiber Public Library, at any time. It is also available through the Library's website, at www.schreiberlibrary.ca, by accessing the public catalogue and logging in with a Library ID number and PIN (Personal Identification Number). Library staff can also access this information on behalf of a patron. No other person is entitled to information contained in the Library database, unless through authorized family record linking.
6. In order to protect the confidentiality and accuracy of a patron's personal data, the Library card must be presented each time items are borrowed from the Library.
 - 6.1. Library cards are nontransferable.
7. Law enforcement authorities must provide a warrant to access patron information, and will be referred to the Township of Schreiber and Schreiber Public Library Board authorities to determine actions to be taken.
8. The Library uses software that receives and records the Internet Protocol Address of the computer that has contacted the Library's website, and/or accessed the Library's

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online databases. No attempt is made to link this information with personal identities of individuals. Visitor information (virtual and in person) and materials use is recorded for statistical purposes only and/or to comply with reporting requirements under the guidelines of the Ontario Ministry of Culture.

9. In addition, the Library uses software to record Internet websites visited for statistical purposes and IT support software, ie. **"Untangle"** for remote access for diagnostic and troubleshooting purposes. No attempt is made to link any information accessed to personal identities of individuals.
10. Questions or concerns about the privacy of information should be directed to the Chief Executive Officer (CEO) of Schreiber Public Library.