COQUITLAM PUBLIC LIBRARY BOARD POLICY AND PROCEDURE MANUAL

PERSONAL INFORMATION AND PRIVACY POLICY

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Personal Information and Privacy Policy

The Library values the privacy of its members and its employees. We take every reasonable precaution to ensure that personal information is accurate and up-to-date. Members requiring information about our Personal Information and Privacy Policy may contact the Library Director. The Coquitlam Public Library maintains a Board Policy Manual (Ref 027.4711 Coq) in each branch where patrons may review the library policies and procedures. The Privacy Policy is also posted on the Library's home page (www.library.coquitlam.bc.ca)

The *Library Act* authorizes the Library to collect from its members only the personal information required to provide library service to them. The Library will not collect, use or disclose personal information, unless individuals have provided consent in accordance with the Library's privacy policy or where required or permitted by law. As a public body, the Library abides by the guidelines outlined in the Provincial Freedom of Information and Protection of Privacy Act (FOIPPA).

Personal information collected includes primarily name, birth date and contact information such as telephone numbers, home, fax, e-mail & IP addresses, plus other information submitted to the library by the patron on reserves, suggestions for purchase, contest submission forms, Home Service reading choices*, complaints etc. The information collected is used only for the purposes for which it was collected, which include:

- Issuing library cards and identifying materials the cardholder currently has out on loan
- Recording and identifying overdue materials
- Providing access to public computing resources
- · Providing access to other library services
- Placing and tracking Holds
- Tracking suggestions for purchase
- Tracking inter-library loan transactions
- Providing reference service
- Faxing materials as requested
- Informing people about library programs and services
- Registering people for library programs
- Fundraising and promotions
- For the administration and operation of library activities in accordance with its mandate The Library's Systems Department has been instructed to upgrade the member database to allow for the opting out of being contacted regarding services and fundraising activities

*Home Services patrons may choose to file a profile of reading interests; to let the Library select materials for them; or to keep a list of materials read or desired. This information is confidential and available only to Home Services staff.

The Library administers records under its control in the following ways:

- All records relating to member registration and the circulation of materials are confidential. The Library shares delinquent borrower information with a collection agency for the purpose of collecting delinquent accounts, and with other libraries for the purpose of mutual protection from delinquent borrowers.
- The Library does not otherwise share, sell, rent or lease personal contact information stored in the Library's database to outside parties. This information may only be divulged or used for Library purposes as noted above.
- Library members may view their own accounts. In order to protect the privacy of records, the Library will require identification for the release of confidential information to any person. Anyone experiencing the loss or theft of a library card should notify the Library immediately.
- Inactive library memberships are deleted from our files after three years. Retention and disposal of other information shall be in accordance with the City of Coquitlam's Retention Schedule System and the Library's own defined practices. For specific information about this, please consult the Library Director.
- Once items borrowed from the Library's collection have been returned, and paid for if
 overdue, they no longer appear in the patron record. However, each item the Library
 circulates retains the last borrower's information until a new checkout over-rides that
 record. Outstanding items & fees remain on the borrower's record indefinitely, as do
 notes regarding any problems in their account.
- Personal information related to library registration and use will not be divulged voluntarily except to the cardholder or where required by law. However, the Library may use personal information to pursue users who have seriously contravened library policies. Public scrutiny of materials being held for patron pick-up is protected through a staff-controlled Holds Pickup area at the City Centre Branch. Patrons desiring this level of privacy protections at the Poirier Branch, which has a Public Holds Pickup Area, should advise staff at time of Hold.
- Personal information about a child will be released only with the written approval of the
 parent or guardian or where required by law. Parents do not routinely have access to the
 records of a child, unless they have signed for the library card on behalf of the child or
 require borrowing information in order to recover outstanding items for the Library.
 Children 14 and over have adult library cards. Their information is accessible only to
 Library staff.
- Personal information gathered as part of a library contest (literary, art, etc) will only be
 used in accordance with the terms of the contest, as published by the Library on its
 website.
- From time to time, the Library may feature images of library clients on our web site or in other materials. Images may be retained as part of the Library's archive. These will not be displayed without consent. With regard to children, we will use or display only a

child's first name, last initial and age, to announce contest winners, identify photographs, and display client-submitted comments.

- The Library does not keep records of answered reference questions that are linked to a
 specific library customer's name, except for the Ask-a-Librarian e-mails, and other emailed reference inquiries, which may be stored for several weeks for statistics checking
 and quality control. These records are only accessible to library staff and will be deleted
 after three months.
- The Library maintains video surveillance cameras to monitor the security of patrons, staff
 and facilities. Any tape which is used to identify persons involved is security incidents will
 be kept for follow-up for one year after the incident,
- When someone visits the Coquitlam Public Library's website or online catalogue, the following information is collected and stored by the Library's Internet provider or by a web log:
 - a) the IP address of the visitor's computer or of their Internet provider.
 - b) the date and time they access our site.
 - c) the Internet address of the website which referred them to our site.

The library will use this information to measure the number of visitors to the different sections of our site, and to help us make our site more useful to our users. We do not make any links between website data and individual clients.

- Through their Library membership, Library users may access external subscriptions or other services such as on-line databases and information gateways, which are not in the control of the Library. The Library will make reasonable efforts to protect the personal information of the users of these contracted services. The Library will, as necessary, inform vendors of our expectations of privacy protection. However, since these services are not in the control of the Library, users should be aware that the Library cannot guarantee their privacy under these circumstances. Please note that using various "personalization" features of some sites (by filling in a form or providing your library login information) may open the user to having their personal data stored on a computer, which is not within the Library's control. Users are advised to check the privacy Policies of the Databases they visit; these are most often found at the bottom of the database front page, with the site copyright statement, or under an About Us button.
- Library Public Access Computers may require users to login with their library card. Individual use of Public Access Computers is identifiable to Library staff, but the log of users is cleared on a routine basis. Library users who are observed to be contravening the Library's Internet access policies may have an incident note attached to their library record and be blocked from using the Public Access Computers and other library services. Information about any individual's use of a Public Access Computer will be treated as confidential, except where the Library is required by law to release this information.

The Public Access Computers do not retain any information about the use of the computers once the user has logged off. To protect their own privacy, users should remove any personal floppy disks, peripheral drives, and any personal papers they may have brought with them.

Policy and Procedures for Privacy Complaints

This document outlines the policies and procedures to be used by the Coquitlam Public Library for dealing with privacy complaints. The Library tries to ensure that personal information is accurate, complete and up-to-date as necessary, allowing patrons to review and correct their information either through routine renewal opportunities or written request to the FOI officer. It is the responsibility of the member to report lost or stolen cards to the Library immediately.

The Library will refer all complainants with complaints or disputes about the collection, use, disclosure and protection of their personal information or other privacy issues to the Library Privacy Officer.

A complainant may contact the Privacy Officer directly by telephone, email or letter at:

Privacy Officer: Silvana Harwood

Address: c/o Coquitlam Public Library

575 Poirier Street, Coquitlam, BC V3J 6A9

Phone: 604-937-4147

Fax: 604-937-4145

All complaints should be in writing and specify the nature and substance of the complaint, the relevant date and the names of any Library employees or volunteers involved. The complainant should also attach copies of any relevant documents.

The Privacy Officer will verify the identity of the complainant and inform the complainant that he or she may access the complainant's information and discuss the complaint with either the Library Director, staff or other associated parties (vendors, volunteers, library users), as appropriate, in order to investigate and resolve it. The Privacy Officer may request further information and documents from the complainant and from the Library in order to investigate and resolve the complaint.

The Privacy Officer will acknowledge receipt of all written complaints (including date of receipt) and will respond promptly in writing. The Privacy Officer will attempt to resolve all complaints in a timely fashion to the mutual satisfaction of the complainant and the Coquitlam Public Library.

If the Privacy Officer is unable to resolve the complaint to the complainant's satisfaction, the complaint may be referred to the British Columbia Privacy Commissioner, whose contact information is as follows:

Office of the Information and Privacy Commissioner for British Columbia Attention: Privacy Commissioner P.O. Box 9038, Stn. Prov. Govt. Victoria, BC V8W 9A4 Phone: (250) 387-5629

Toll- (604) 660-2421 (request transfer to (250) 387-

free: 5629)

Fax: (250) 387-1696

Website: www.oipc.bc.ca

The Privacy Officer will inform the complainant in writing about the outcome of the investigation. If the Privacy Officer determines, after an investigation, that the complaint is not well-founded, the Privacy Officer will inform the complainant in writing of this decision and the reasons for it.

Following the resolution of a complaint, the Privacy Officer will initiate any necessary remedial action such as recommending changes in Library procedures and in staff training to prevent re-occurrence of the circumstances which led to the complaint.

The Privacy Officer will keep records of all privacy complaints, including the details of any investigation and the resolution reached. The Privacy Officer will prepare reports for Library management about the quantity, nature and resolution or non-resolution of complaints, and any actions taken to prevent further valid complaints.