



**Peterborough
Public Library**

To: Peterborough Public Library Board of Trustees

From: Jennifer Jones, Acting Library Manager/CEO

Meeting Date: March 28, 2017

Subject: Report PPL17-022
Library Card Registration Policy

Purpose

A report to seek Board approval on an update to the Library Card Registration Policy.

Recommendations

That the Library Board approve the recommendations outlined in Report PPL17-022 dated March 28, 2017, of the Acting Library Manager/CEO, as follows:

- a) That Report PPL17-021 be received for information; and,
- b) That the updated Library Card Registration Policy be approved.

Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendations of this report.

Background

The Library Card Registration Policy was last known to be reviewed in 2005. (Appendix A).

Library staff would like to update the policy to reflect current practices. Staff would also like to add the option to collect patron photos at the time of registration or card renewal. (Appendix B).

The collection of patron photos would be solely for the use of identifying card holders at the time of borrowing items. This will help to alleviate the use of a stolen/lost library card by someone other than the card owner.

All patron photos would be kept in our patron database and protected in the same manner we protect other private patron information. This collection of information complies with MFIPPA regulations and the library's current privacy policy. (Appendix C)

There is no plan at this time to provide a photo id library card to patrons as there would be extra costs associated as we would need to purchase new library cards and a specialized card printer.

Submitted by,

Jennifer Jones
Acting Library Manager/CEO

Contact Name:
Jennifer Jones
Phone: 705- 745-5382 Ex. 2370
Fax: 705-745-8958
E-mail: jjones@peterborough.ca

Attachments:
Appendix A - Registration Policy (2005)
Appendix B - Library Card Registration Policy
Appendix C - Privacy Policy

Appendix A:**Peterborough Public Library
REGISTRATION POLICY (2005)****1. INTENT**

- 1.1 The Peterborough Public Library shall, with the provision of acceptable identification, provide borrowers with a library card which will allow access to all materials and lending services the Board considers practicable.

2. IDENTIFICATION

- 2.1 All applicants for library membership, except children 13 years of age or younger, must present acceptable identification with current name and address to obtain a membership. Children 13 years of age or younger must have written permission of a parent or guardian.
- 2.2 The burden of proof for correct name, address or property ownership lies solely with the borrower.

3. LIBRARY CARDS

- 3.1 Upon presentation of acceptable identification, a Peterborough Public Library card will be issued. The borrower's signature on the card denotes agreement to abide by the rules and regulations of the Library and responsibility for the return or replacement of all items borrowed on the card, and the payment of all fines assessed for overdue materials.
- 3.2 The borrower's card is for the sole use of the registered borrower.

4. USE OF LIBRARY CARD

- 4.1 The library membership card must be presented each time items are borrowed. Upon presentation of identification with name and address, items may be borrowed if the library card is lost or forgotten. This is allowed once before patrons are required to purchase a replacement borrower's card.

5. REPLACEMENT LIBRARY CARD

- 5.1 A replacement fee is charged for a lost or damaged card.

6. REPORTING OF LOST LIBRARY CARD

- 6.1 The borrower is responsible for the immediate reporting of the loss of any library card. Failure to do so will make the borrower responsible for all materials borrowed on the lost card.

7. REPORTING OF CHANGES OF INFORMATION

- 7.1 The borrower is responsible for promptly informing the library of any changes to their address or telephone number.

See Also: **Membership Policy**
 Membership Confidentiality Policy
 Overdue Policy

BOARD APPROVAL: January 22, 2002; February 22, 2005

SCHEDULED REVIEW: January 2004

Appendix B:

Peterborough Public Library
Library Card Registration Policy

Department	Community Services	Effective Date	April 1, 2017
Division	Arts Culture & Heritage	Approval Level	Library Board
Section/Facility	Public Library	Policy #	

Intent

The Peterborough Public Library shall, with the provision of acceptable identification, provide borrowers with a library card which will allow access to all materials and lending services the Board considers practicable.

Identification

All applicants for library membership, except children 13 years of age or younger, must present acceptable identification with current name and address to obtain a membership. Children 13 years of age or younger must have written permission of a parent or guardian.

The burden of proof for correct name, address or property ownership lies solely with the borrower.

Library Cards

Upon presentation of acceptable identification, a Peterborough Public Library card will be issued.

Only one card per person will be issued. The borrower's card is for the sole use of the registered borrower.

The borrower's signature on the card denotes agreement to abide by the rules and regulations of the Library and the responsibility for the return or replacement of all items borrowed on the card, and the payment of all fines assessed for overdue materials.

At the time of registration or renewal, the borrower will agree to provide personal information including, but not limited to:

- name
- home address
- home phone number
- birth date
- have their photo taken for their library record

All personal information is collected under the authority of the *Public Libraries Act*, and the *Municipal Freedom of Information and Protection of Privacy Act*. This information will only be used for the proper administration of the library and the provision of library services and programs.

Use of Library Card

The library membership card must be presented each time items are borrowed. Upon presentation of identification with name and address, items may be borrowed if the library card is lost or forgotten. This is allowed once before patrons are required to purchase a replacement borrower's card.

Only members of the library in good standing will be allowed to borrow library materials.

Replacement Library Card

A replacement fee is charged for a lost or damaged card.

Reporting of Lost Library Card

The borrower is responsible for the immediate reporting of the loss or theft of any library card. Failure to do so will make the borrower responsible for all materials borrowed on the lost/stolen card.

Reporting of Changes of Information

The borrower is responsible for promptly informing the library of any changes to their personal information, including name, address and/or telephone number.

Refusal of Library Card

The privilege of library membership may be suspended or withdrawn from any person who willfully or negligently disregards the rules of the Peterborough Public Library, or who damages library materials or property, or who refuses to return or pay for lost or damaged materials borrowed on their card.

Amendments/Review Date

Date (yyyy-mm-dd)	Section # Amended	Comment

Appendix C:

Peterborough Public Library Privacy Policy

Department	Community Services	Effective Date	March 28, 2012
Division	Arts Culture & Heritage	Approval Level	Library Board
Section/Facility	Public Library	Policy #	

1.0 PURPOSE

To ensure that Peterborough Public Library (the Library) complies with the spirit, principles and intent of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

To ensure that 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.

To ensure that the privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

1.1 Underlying Principles and Background

The Library's mandate is to provide library services and programs to the community. The Library will therefore make every reasonable effort to ensure that personal information about its users and their use of library materials, services and programs remains confidential.

2.0 APPLICATION

This policy applies to the Peterborough Public Library Board, staff, and volunteers.

3.0 DEFINITIONS

General Records is a collection of general information that is organized and capable of being retrieved using the record series as identified in the directory of records. The records contain no personal information.

Personal Information means recorded information about an identifiable individual, including:

1. Information relating to the race, national or ethnic origin, colour, religion, age, sexual orientation or marital or family status of the individual.
2. Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved.

3. Any identifying number, symbol, or other particular assigned to the individual.
4. The address, telephone number, fingerprints or blood type of the individual.
5. The personal opinions or views of the individual except if they relate to another individual.
6. Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence.
7. The views or opinions of another individual about the individual, and
8. The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual

Personal information bank is a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular information assigned to the individual.

Record means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

1. Correspondence, a memorandum, a book, a plan, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof.
2. Subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

4.0 THE POLICY

The Peterborough Public Library Board will protect the privacy of all individuals' personal information in its custody or control in keeping with the access and privacy provisions of MFIPPA and other applicable legislation.

A. Protection of Privacy: Users

1. The Library will not collect any personal information about users without obtaining their consent to do so, subject to the exceptions as contained in Section 29(1) of MFIPPA and Sections 4(1) and (2) of the general regulations made under MFIPPA. The Library will only collect information necessary for the proper administration of the Library and the provision of library services and programs.

2. Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.

Disclosure of Information:

3. The Library will make every reasonable effort not to disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Disclosure is permitted in some situations, including the following:
 - The Library will disclose personal information to a parent or guardian of a person up to fourteen (14) years of age who exercises the right of access to the child's personal information in the user or circulation databases.

The Library may also disclose information in accordance with the exemptions provided in section 32 of MFIPPA, including:

- *Subsection (g), disclosure 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;*
- *Subsection (i), disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased;*

In addition

- The Library will disclose personal information when a user who has signed a consent form, voluntarily gives a right of access to the personal information in his/her user and circulation database records to the individual documented on the consent form.
- Personal information may be disclosed to the Peterborough Public Library Foundation for fundraising purposes, with the consent of the user. Information provided to the Foundation for fundraising shall be limited to name, address, telephone number, email address, gender, date of birth, and date of last activity. Consent to disclose personal information shall be indicated orally, to be confirmed in the users' record by PPL staff in the presence of the user. Users have the right to withdraw this consent at any time.
- The Library may release relevant personal information to a company acting on its behalf for the collection of Library property or unpaid fees.
- The Library may allow certain of its service providers access to relevant personal information solely for the purpose of maintaining the Library's electronic services.

Retention of Information:

4. The Library will make every reasonable effort not to retain any personal information related to the items borrowed or requested by a user, or pertaining to a user's on-line activity, longer than is necessary for the provision of library services and programs. However, the Library may retain personal information related to library functions or services as described below, when users voluntarily opt in to do so; for example, in order to enhance or personalize library functions or services.

The retention of personal information includes the following situations:

- Personal information regarding library transactions is retained in the user database as long as the circulation record indicates that an item remains on loan or fees remain unpaid.
- Records of returned items that have no outstanding fees/charges remain on the user record in the circulation database until the end of the working day.
- The personal information and borrowing history of Shut-In Library Services users are retained with their permission. This is done in order to assist staff in selecting and delivering materials for the user.
- Records of items with outstanding fees/charges are retained until paid. A password protected historical record is kept for a further twelve (12) months because a user may be entitled to have a lost item fee refunded if the item is returned within six (6) months.
- There are some other informational messages, such as a hold that has been cancelled or has expired, that are retained for twelve (12) months.
- Records relating to the answering of questions and/or in-depth research for the public in person, by phone, or e-mail, are retained for two years.
- Personal records of all users who have not used their cards in the previous three (3) years and do not have outstanding fines are purged on an annual basis.
- Retention periods for Library electronic services vary for the different web services and change with the introduction of new technologies and services. A Privacy Statement is posted on the PPL website.

C. Access to Information: Users and Staff

1. Access to general records about Library operations will be provided to the public, subject to the exemptions outlined in MFIPPA Sections 6 through 16.ⁱ
2. Access to personal information about a particular individual will be provided to that individual, upon verification of identity and subject to the exemptions outlined in MFIPPA.
3. The Library and/or City will change an individual's personal information if it is incorrect. The Library and/or City may ask for supporting documentation.
4. An administration fee shall be charged for access to individual or general records in accordance with MFIPPA regulations.
5. The Library and/or City is committed to addressing all concerns related to providing access to general and/or personal information and to protecting the privacy of personal information in its custody.

Specific Directives

1. Privacy and Access statements, together with procedures to be followed in making a request for information, will be publicly available through the Peterborough Public Library's web site and in hard copy.
2. A notice of collection statement in compliance with MFIPPA will be available at all circulation or information desks. The notice statement will include: the Library's legal authority for the collection; the principal purpose(s) for which the personal information is to be used; the title, business address and business telephone number of a Library officer or employee who can answer questions about the collection; and that personal information may, with the user's consent, be disclosed to the Peterborough Public Library Foundation for fundraising purposes.
3. Third party service providers will be required to ensure, by means of a statement in their contract, that any staff or users' personal information to which they have access is only to be utilized for the purposes of carrying out the service they provide to the Library and for no other purpose.
4. Library staff will be provided with training in the access and privacy provisions of MFIPPA and in the contents of this policy.

Proposed Statement

Personal information on this form is collected under the authority of the Public Libraries Act, R.S.O. 1990, c. P 44, and is subject to the provisions of the Municipal Freedom of Information and Personal Privacy Act. This information is used for the administration of the library program including the lending and retrieval of materials, the collection of fines and fees, service planning and development. Questions about this collection should be forwarded to the City Clerk at 500 George St. N. Peterborough.

5.0 APPENDIX, RELATED POLICIES, PROCEDURES & LINKS

References:

1. Canadian Library Association: Position Statement on Intellectual Freedom Statement on Intellectual Freedom Approved by Executive Council - June 27, 1974; Amended November 17, 1983; and November 18, 1985

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society. Libraries have a basic responsibility for the development and maintenance of intellectual freedom. It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or

unacceptable. To this end, libraries shall acquire and make available the widest variety of materials. It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them. Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups. Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

2. Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56
3. Municipal Freedom of Information and Protection of Privacy Act, R.R.O. 1991, Regulation 372/91 as Amended
4. Public Libraries Act, R.S.O. 1990, c. P. 44

Related Policies

By-Law 91-55 Being a by-law to Establish schedules of Retention Periods for Certain Records and Other Papers of the Corporation of the City of Peterborough
http://intranet.city.peterborough.on.ca/ePeterborough/councilbusiness_/bylaws_/1991bylaws_/1991bylawsbylaw-211/1991bylawsbylaw.pdf

6.0 AMENDMENTS/REVIEW DATE

Date (yyyy-mm-dd)	Section # Amended	Comment