



Peterborough Public Library

To: Library Board of Trustees

From: Jennifer Jones, Library CEO

Meeting Date: November 13, 2018

Subject: Report PPL18-060
Refund and Privacy Statements

Purpose

A report to inform the Library Board of Trustees on draft refund and privacy statements for the Library.

Recommendations

That the Library Board approve the recommendations in Report PPL18-060 dated November 13, 2018, of the Library CEO as follows:

- a) That report PPL18-060 be received for information;
- b) That the refund statement be approved; and,
- c) That the privacy statement be approved.

Budget and Financial Implications

There is no budget or financial implications resulting from the approval of the recommendation of this report.

Background

With the implementation of the new website, the Library will soon have the opportunity to accept online payments for memberships and program materials fees. There is also the possibility of accepting online payments for library fines and fees through a patron's personal account in the catalogue.

It is recommended that the Library Board adopt the following refund and privacy statements.

Refunds

- Program registration, special program admission, and program material fees are non-refundable, including where the program does not meet the expectations of the user, except under the following circumstances:
 - If the library user cancels registration before the program begins, all fees less a \$5.00 administrative fee will be refunded. If the program fee is less than \$5.00 no refund will be given.
 - A refund may be provided after the program has begun only if another user can fill the space. If a refund is given it will be pro-rated based upon the number of sessions attended minus a \$5.00 administrative fee.
 - If the Library cancels the program, all fees will be refunded in full.
- Library fines and material fees for lost and/or damaged items are non-refundable.

Privacy

The information you provide the library when you use the library or become a member is protected in the following ways:

- It is used to permit access to computers and online resources, ensure that books are returned, fines are paid, and to enforce our Code of Conduct.
- The only people who can view your information are you, or anyone you have authorized to do so. By giving someone your card, you are providing them with authorization. Parents or guardians can view the information of children under 12.
- The only time we may share information with others is for police investigations, debt collections, or child welfare.

- We never share your information with online resource sites. We only allow them to check that your card is active/valid.
- We never share your information with our Internet provider unless we are forced to by law.
- If you use our Wi-Fi, we record your device number. We only use these for the reasons above. We have no way of tracking which sites you visit.
- We have no way of finding out the identity of people who visit our website.
- We only keep a list of the items you have borrowed in the past if you ask us to.
- We only use a few letters of your name and your card number when we put items on the hold shelf for you.
- We only send you e-mails with updates on library services and programs if you have given us permission to do so.
- We record video inside and outside the library. Only administrative staff can view it and they can only use it to enforce our Code of Conduct and in compliance with the City of Peterborough Video Surveillance Policy.

Submitted by,

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Library CEO

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