

<b>POLICY MANUAL</b>	<b>Section No. :</b> LS 1-1.1
	<b>Effective :</b> November 17, 2008
<b>SECTION:</b> Circulation Management	<b>Revised :</b> December 22, 2016; January 16, 2017, October 19, 2020, October 18, 2021 (effective January 1, 2022)
<b>SUBJECT :</b> Patron Records	<b>Page 1 of 2</b>

The Welland Public Library respects and maintains the privacy of all library customers, including minors, and will treat all library customers' transactions and records confidentially. Records and information held by the Library shall be dealt with in accordance with the provisions of the *Public Libraries Act R.S.O. 1999, Chapter 44* and the *Municipal Freedom of Information and Protection of Privacy Act, 1990*.

Information is collected by authorized, on-duty employees for the purposes of member registration, circulation of Library materials and the continual improvement of Library service delivery. All information contained or developed from the Library's database that pertains to membership and borrowing records is kept strictly confidential.

### 1.1 Circulation Records

Records of materials borrowed from the Library will not be retained beyond the time materials are returned, unless the customer has requested the Library to track this information on their behalf or if there are unresolved fines on the patron's account as per the Purging Schedule (Appendix A)

When records of materials borrowed are retained, the information can only be disclosed to the person who is the owner or the guardian of the owner of the account or law enforcement with a proper and valid warrant.

Customer information from Internet log-ins will be purged nightly. Only the total number of uses will be retained for statistical purposes.

### 1.2 Customer Registration Records

To obtain a library card, customers must disclose their legal name and current address to library employees.

Upon presentation of a library membership card or other sufficient identification as outlined in the Library's Lending Policy customers may query their records or the records of minors under their care. Library staff will not release their account information to anyone other than the member (or parent/guardian in the case of minors) even upon presentation of proper identification or a valid Library card. Requests for information about any Libraries in Niagara Consortium (LiNC) library cardholder will be referred to the cardholder's home library CEO.

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information from the Library's database files shall only be released to a law enforcement agency in Canada upon the presentation of a proper and valid warrant.

## **APPENDIX A**

### **Purging Schedule**

- Records of items with outstanding fees/charges are retained until paid. A historical record of items with fees/charges that have been paid is available only to authorized, on-duty library employees.
- Internal notes regarding incidents that require follow-up action from staff, such as a temporary ban on Internet privileges, will be purged upon resolution of the incident.
- Backup files of customers' borrowing activity are temporarily retained offsite by the host provider for the purpose of restoring data, in case of system failure and file corruption.
- Personal records of all customers who have not used their cards in the previous four (4) years and do not have outstanding fines are purged on an annual basis.