

POLICY: **PROTECTION OF PRIVACY AND  
CONFIDENTIALITY**

POLICY #: **B-OP-11**

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COMMITTEE:	Library Board	PASSED:	September 11, 2003
TOPIC:	Operating Policies	AMENDED:	February 9, 2006; 22 October 2015; February 25 2022
		REVIEW PERIOD:	As required.

**PURPOSE**

To describe the Library's intention to protect patrons' personal information and ensure patrons' confidentiality.

**SCOPE**

This policy applies to all patrons who, choosing to use the Library, have given their personal information to the Library.

**POLICY**

North Vancouver District Public Library recognizes that in order to fulfil its mission, library users and staff should not feel constrained in their use of library resources due to fear of invasion of personal privacy. Personal information collected, used or disclosed by the North Vancouver District Public Library is in accordance with the B.C. *Freedom of Information and Protection of Privacy Act (FOIPPA)*. A copy of this policy may be given to any library user who is concerned about privacy or who has been refused information.

***What Information Is Collected***

North Vancouver District Public Library collects users' names and contact information, e.g., address, phone number, e-mail address, in order to ensure that members of the public are entitled to receive library services without charge, to circulate library material, to access licensed resources, and to provide usage statistics as required by the municipality, the province and library organizations.

The Library also tracks the amount of time a person uses its public computers in order to ensure fair access to limited resources for all our patrons. This information may also be used for management reports regarding the amount of time the public Internet computers are in use; the average length of Internet sessions; the overall number of patrons using the Internet; and the length of sessions broken down by number of patrons. The library does not track the Internet sites or other electronic resources accessed by individual patrons.

While the Library does not track the specific electronic resources accessed by patrons, such data may be

created and/or stored as the normal operation of software installed on Library computers. Data such as cookies, cached web pages, temporary files, etc., is to be deleted without being read as part of the ongoing maintenance of these computers, except in instances of suspected abuse and/or unauthorized access to Library computers, or as part of security and intrusion detection audits. In such cases, appropriate and authorized staff or automated software may access library user information or available data that is created and/or stored as part of the normal operation of the software installed on Library computers, but data will not be kept for this purpose. Only data relevant to suspected unauthorized access or abuse will be retained.

When a library user visits the Library's web site, information collected is used only to measure the number of visitors to different areas of the site. The address (IP) of the computer or internet provider and the date and time that the site was accessed are collected.

The Library provides access to a wealth of Internet resources from its website including links to sites outside of the library. The Library has no control over the management of external websites and it is not responsible for their privacy policies. Patrons are encouraged to review those policies before using the service or providing any personal information.

### ***How Information May Be Used by the Library***

North Vancouver District Public Library recognizes that its circulation records and other records identifying the names of library users with specific materials and/or Internet use are confidential in nature. The Library will only use such personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. The Library does not sell or rent personal information.

The Director of Library Services may authorize individuals to have access to this information for legitimate library purposes. Legitimate library purposes may include regular library-only mailings, library procedures such as processing holds, overdue notices, fines and charges, providing answers to reference questions, providing Accessible Services for patrons with special needs, receiving patrons' suggestions for purchase, as well as security and intrusion detection audits or investigations.

Statistical reports made available to outside agencies will not link individual users with use of specific library or Internet resources. Internal reports will only link individual users with use of specific library or Internet resources when such information is required to provide library services or when such information is required for the collection of outstanding library fines, charges or property.

### ***When Personal Information May Be Disclosed***

Circumstances when personal information may be disclosed:

- When a patron explicitly consents to the disclosure;
- To a collection agency for the purpose of collecting a debt;
- For law enforcement purposes, such as where required by a court subpoena, warrant or other order (in which case the requestor must be referred to the Director of Library Services);

- Where there are compelling health and safety concerns;
- To contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library;
- To exchange patron information with other library automated systems as part of interlibrary loan reciprocal borrowing arrangements. Any automated information exchanges will use the most secure transmission methods practicable between the two systems.

### ***Retention of Personal Information***

The Library will not retain any personal information longer than necessary for the provision and planning of library services and programs, unless a longer period is required by law. The Library may, however, retain personal information related to services and programs when users opt in to allow the Library to do so; for example, to enhance or personalize library services and programs. Inactive cardholder accounts are deleted once outstanding balances are resolved and information is no longer required for statistical purposes.

### ***FOI/Privacy Officer***

The Library's FOI/Privacy Officer is the Director of Library Services, who is the designated employee responsible for the Library's compliance with *FOIPPA*. Any concerns about the accuracy of the personal information retained by the Library should be addressed to the Director of Library Services.

All requests for access to personal information (unless routine, such as change of address) and privacy complaints, should also be referred to the Library Director.

## **ROLES AND RESPONSIBILITIES**

The Library Board is responsible for this policy.

The Library Board supports this policy, the *BC Freedom of Information and Protection of Privacy Act (FOIPPA)* and the BC Human Rights Code.

The Director of Library Services, Library Managers and Supervisors are responsible for the implementation of this policy.

## **RELATED POLICIES**

- PERSONAL EMPLOYEE INFORMATION - ACCESS, USE, PRIVACY AND CONFIDENTIALITY (B-HR-01.7)
- PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY (B-OP-10)