



Policy Title:	Confidentiality of Individual Customer Records
Policy Type:	Public Service
Policy #:	PS 007-04
Policy Authority:	Board
Effective Date:	April 2014

PURPOSE

This policy protects the privacy of an individual with respect to his/her library records in accordance with the Municipal Freedom of Information and Protection of Privacy Act and the Ontario Public Libraries Act

POLICY

The customer records of the Clarington Public Library are confidential. Access is limited to:

- a. Library employees and authorized volunteers for operational and planning purposes;
- b. The individual to whom the information relates, or if the individual is less than sixteen years of age, to the person who has lawful custody of the individual.

The Library will retain records of current transactions identifying any specific individual's use of the library only until items are returned or monies owing are collected, or unless authorized to do so by the customer in special circumstances such as shut-in delivery service.

Customer records shall not be made available to any other person except pursuant to such process, order, or subpoena as may be authorized by law.

Exception

If customers do not return items on time, or owe the library money, the Clarington Public Library reserves the right to provide such information to other libraries, a collection agency or to take legal action if warranted.

GUIDELINES/PROCEDURES

1. For requests for access to one's own individual customer records, the individual must present proof of identity to library staff before the records are released
2. All other requests for access to individual customer records must be referred to the Library Chief Executive Officer/Director.