Muskoka Lakes Township Public Library **LIBRARY BOARD POLICY**			
Policy Type:	Operational	Policy Number:	OP-02
Policy Title:	User Records	Policy Approval Date:	04/25/23
Chairperson:	V. Duke	Policy Review Date:	04/27

Intent:
This policy of the Muskoka Lakes Public Library (herein after referred to as the Library) defines what information will be included and retained in users' records and how this information will be accessed and used.

Regulations:
All users' records will be confidential in accordance with Canada's privacy laws and the Municipal Freedom of Information and Protection of Privacy Act.

Procedures:
1. All information contained in or developed from the Library's database that pertains to membership records or that identifies users and their borrowing records is confidential.
2. Upon presentation of his/her Library card, or other acceptable identification, a user may query his/her records and the records of his/her children or wards under the age of 14.
3. No other person is entitled to information contained in the Library's database except authorized personnel, as required, in the course of their duties.
4. Lists of items borrowed by a user are retained in the Library's database after the items are returned.
5. Once material is returned to the Library and checked in, the name of the last person to use the material remains in the background file for each item.
6. Once any charges have been cleared on a Library user's record, the information remains in a background file on the user's record for use by authorized Library personnel.
7. The following information will be required and retained in a user's record: user's name, complete address(es) (home and seasonal), email address(es), phone numbers, residency status (permanent, seasonal, owner, renter), language spoken, birthdate (if under 14), user identifier (number, if applicable) from identification, roll number, if applicable.

Related Documents:
MLPL OP-03 Protection of Privacy, Access to Information and Messages Under CASL
MLPL OP-05 User Membership