

**DRAFT Agenda**  
**Woodstock Public Library Board**  
**December 8, 2020**

**Date:** Tuesday, December 8, 2020

**Time:** 4:00 p.m.

**Place:** Via Zoom Video Conferencing

Register in advance for this meeting:

[https://us02web.zoom.us/meeting/register/tZMpdu6urDgoGddwvCLX6fayLsbZiYK\\_OAdX](https://us02web.zoom.us/meeting/register/tZMpdu6urDgoGddwvCLX6fayLsbZiYK_OAdX)

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**1. Call to Order/Chairperson's Remarks**

**2. Indigenous Acknowledgement**

The Woodstock Public Library is situated on the traditional territories of the Indigenous Peoples and covered by the Upper Canada Treaties. The Library Board (I) would like to acknowledge the history of the traditional territory on which the Library stands. We (I) would also like to respect the longstanding relationships of the local Indigenous groups, the Haudenosaunee, Lanape, and Anishinaabek of this land and place in Southwestern Ontario. We (I) would like to recognize the Indigenous communities in close proximity to the city of Woodstock: Chippewas of The Thames First Nation; Oneida Nation of The Thames; Munsee-Delaware Nation; Mississaugas of New Credit First Nation; and Six Nations of The Grand (which consists of Mohawk, Cayuga, Seneca, Onondaga, Oneida and Tuscarora Nations).

**3. Approval of the Agenda**

**4. Declaration of Conflict of Interest**

**5. Minutes of the Meeting of November 11, 2020**

**6. Business Arising from the Minutes**

None

**7. Board Education**

None

**8. Consideration of Correspondence**

**9. Administrative Reports**

For Information

**a) Monthly Report**

i) Report of the Chief Executive Officer for November, 2020

**b) Statistics**

Library Systems Activities for the month of November, 2020

- c) Policy Review**
      - i) Report – Access to Information & Protection of Privacy Policy and Video Surveillance Policy
      - ii) Access to Information & Protection of Privacy Policy (Draft)
      - iii) Video Surveillance Policy (Draft)
  
  - 10. Committee Reports**
    - a) Southern Ontario Library Service Trustee Council**  
None
  
    - b) Health and Safety**  
None
  
    - c) Grievance**  
None
  
  - 11. Finance**
    - a) Treasurer’s Report (as provided by Treasury)**  
Statement of Revenue and Expenditures November, 2020
  
  - 12. New Business**
  
  - 13. Notices of Motion**  
None
  
  - 14. Attachments**
- 
- 15. Committee of the Whole In-camera**
- 
- 16. Next Meeting**  
Tuesday, January 12, 2021, 4:00 p.m.
  
  - 17. Adjournment**

**VISION**

Your Destination for Discovery

**MISSION**

The Woodstock Public Library is a community based accessible centre that responds to changing needs by providing up-to-date resources in a welcoming environment.

**Woodstock Public Library Board**  
**DRAFT Meeting Minutes**  
**November 10, 2020**

A regular meeting of the Woodstock Public Library Board was held on November 10, 2020 at 4:00 pm, virtually via Zoom technology (link provided publicly).

**a)** The following Board members were present:

Ken Whiteford, Chair  
Ross Gerrie, Vice-chair  
Mary Anne Silverthorn, Trustee  
Gary Wade, Trustee  
Councillor Connie Lauder  
Councillor Deb Tait

**b)** The following Board members sent regrets:

Mayor Trevor Birtch

**c)** The following persons were also present:

David Harvie, CEO  
Lindsay Harris, Manager of Operations  
Lori Peixoto, Recorder

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**1. Call to Order/Chairperson's Remarks**

The Chair called the meeting to order at 4:04 pm.

Councillor Lauder offered regrets on behalf of the Mayor.

The Chair welcomed new Board Trustee, Gary Wade, and noted that Trustee Wade had an orientation with the CEO on the previous day.

**2. Approval of the Agenda**

**Motion 20-56**

MOVED by Trustee Silverthorn and seconded by Councillor Lauder to approve the Agenda.

**Motion carried.**

**3. Declaration of Conflict of Interest**

None.

**4. Approval of Minutes of the Meeting of October 13, 2020**

**Motion 20-57**

MOVED by Councillor Lauder and seconded by Trustee Wade to approve the Minutes of the Meeting of October 13, 2020.

**Motion carried.**

**5. Business Arising from the Minutes**

None.

**6. Board Education**

None.

**7. Consideration of Correspondence**

**a) Notice to Bargain – CUPE Letter**

October 7, 2020

The CEO noted that the City typically begins negotiations with the City outside workers first, followed by the inside workers, and the Library after that. Negotiations would likely go well into the new year.

There were no questions or comments from the Board.

**b) SOLS/OLS-North Announcement**

October 26, 2020

The Chair provided some background on SOLS to Trustee Wade. The CEO added that the merger comes after budget cuts forced the cessation of the ILLO Courier service last year.

**8. Committee of the Whole In Camera**

**Motion 20-58**

MOVED by Trustee Silverthorn and seconded by the Vice-chair that the Board move into Committee of the Whole In-camera at 4:10 pm.

**Motion carried.**

**Motion 20-59**

MOVED by Councillor Lauder and seconded by Trustee Silverthorn that the Board move out of Committee of the Whole In-camera at 4:22 pm.

**Motion carried.**

**Motion 20-60**

MOVED by the Vice-chair and seconded by Councillor Lauder that the Board approve the Agenda for the Meeting of the Committee of the Whole In-camera.

**Motion carried.**

**Motion 20-61**

MOVED by Trustee Silverthorn and seconded by the Vice-chair that the Board approve the Minutes of the meeting of October 13, 2020, for Committee of the Whole In-camera.

**Motion carried.**

**Motion 20-62**

MOVED by the Vice-chair and seconded by Councillor Lauder that the Board approve the recommendation in Report IC-2020-003.

**Motion carried.**

**9. Administrative Reports**

**a) Monthly Report**

**i. Report of the Chief Executive Officer for November, 2020**

The CEO elaborated on what was in the report, including the signed contract with Thier+Curran to start the Building Expansion Feasibility Study process in January, 2021. The CEO also noted additional services being offered to the public including print/photocopy, microfilm station, and some internet stations; another step forward during the pandemic.

**ii. Report of the Manager of Public Services for November, 2020**

The CEO noted that it was evident that the Library had been pivoting from physical programming to a digital realm; showing how the Library has been adapting during the pandemic.

There were no questions or comments from the Board.

**b) Statistics: Library Systems Activities**

The CEO reported that statistics were getting better, but during uncertain times, patron behavior would be difficult to predict. The Library would continue to safely provide services however possible.

**c) Policy Review**

**i. Report – Board Member Recognition (re-issued)**

The Chair stated that this was presented to the Board at the previous meeting, however, it was agreed the Board would revisit at the meeting of November, 2020, prior to approval.

**Motion 20-63**

MOVED by the Vice-chair and seconded by Councillor Lauder that the Board receive the report on Board Member Recognition, acknowledging the seven recommendations to the Board noted in the report.

**Motion carried.**

**ii. Board Member Recognition Policy (Draft)**

**Motion 20-64**

MOVED by Trustee Silverthorn and seconded by Councillor Lauder to approve the Board Member Recognition Policy.

**Motion carried.**

**10. Committee Reports**

**a) Southern Ontario Library Service Trustee Council**

The Chair noted that he had forwarded all Board members a copy of the material that was discussed at the most recent SOLS Trustee Council meeting that he attended.

The Chair explained the role of the Trustee Council to Trustee Wade, and noted that his predecessor was the Library Board's representative, and if Trustee Wade felt as though he'd like to take it on, the Board would be appreciative. The invitation was extended to other Board members, if interested, by all means, to consider it. The Chair reported that the next meeting would be held in the spring, and he would remind the Board in December or January.

There were no further questions or comments.

**b) Health and Safety**

None.

**c) Grievance**

None.

**11. Finance**

**a) Treasurer's Report**

**Motion 20-65**

MOVED by Councillor Lauder and seconded by the Vice-chair

that the DRAFT Statement of Revenues and Expenditures for the period ending October 31, 2020, and

the DRAFT Summary of Trust Account for the period ending October 31, 2020, and

the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending October 31, 2020, be approved.

The CEO noted that the City had not yet indicated the tax levy of \$2.5 million or the transfer from reserves of \$28,000 on the financial report.

Discussion was had regarding the timing of request to Council for moving surplus funds into reserves. The CEO confirmed this would be forwarded to Council with the Board's approval.

**Motion carried.**

**b) Budget**

**i. 2020 Budget Surplus Carry-over**

**Motion 20-66**

MOVED by Councillor Lauder and seconded by Vice-chair Gerrie that the Board requests City Council approval to move funds from the 2020 year-end surplus into the Library's reserve accounts.

**Motion carried.**

**ii. 2021 Revenue Fund (Operating) Budget**

The CEO reported that the draft budget is 'status quo', but does reflect the COVID-19 impact including ongoing and future expenses for PPE, cleaning products, and upgraded HVAC filters. Revenues would see a shortfall in room rentals, non-resident fees, and late fines/fees.

**Motion 20-67**

MOVED by Trustee Silverthorn and seconded by Trustee Wade that the Board approve the proposed 2021 Revenue Fund (Operating) Budget to be forwarded to City Council for final approval.

**Motion carried.**

**iii. Library Reserves**

The CEO noted that the report on Library Reserves was included for information.

**12. New Business**

**a) Traditional Territory Acknowledgement**

**i. Report**

The CEO stated that this was going to be presented to City Council, and felt it appropriate to give the Board opportunity to consider similar acknowledgement as well.

**ii. Acknowledgement (Draft)**

**Motion 20-68**

MOVED by Trustee Silverthorn and seconded by Councillor Lauder to approve the reading of an indigenous peoples traditional territory acknowledgement at the beginning of all Board meetings and Library events.

**Motion carried.**

**13. Notices of Motion**

None.

**14. Attachments**

- a) *Some 'Fright' Reading; Woodstock Sentinel Review; October 21, 2020*
- b) *Woodstock library embracing Ontario Public Library Week; Woodstock Sentinel Review; October 21, 2020*

**15. Next Meeting**

Tuesday, December 8, 2020, 4:00 pm.

**16. Adjournment**

**MOVED** by Vice-chair Gerrie that the meeting adjourn at 4:59 pm.

***Vision***

Your Destination for Discovery

***Mission***

A welcoming place to create, connect and explore.



## WOODSTOCK PUBLIC LIBRARY

Subject:	CEO Report – December 2020
Action:	For Information
Prepared By:	David I. Harvie
Meeting Of:	December 8, 2020

### Contribute Vibrant Spaces

The installation of the adult change table in the family washroom is underway. The contractor has had difficulty in obtaining the necessary building materials, which has delayed the start of the project. The project should be complete by the end of the year, and will improve the accessibility of the washroom. The City's Parks and Recreation Dept. has already installed two similar tables in recreational facility washrooms.

The Third Annual Oxford Reads Event was held on November 7<sup>th</sup> in partnership with Oxford County Library. Amy Spurway read from her novel *Crow*, and then was interviewed by CBC Radio London's Chris dela Torre in a live Q&A session on Facebook. There were 10 patrons in attendance at the live event with another 132 views of the recorded event afterwards.

### Strengthen Our Community

The Library acted as a site for the Oxford Housing Action Collaborative to conduct a homelessness enumeration and survey on November 24, 2020. The Collaborative conducted a four day county-wide survey to identify people experiencing homelessness. The ultimate goal of the project is to be the first step toward ending homelessness in Oxford County.

The Library launched its annual Food4Fines program, running from November 30<sup>th</sup> to December 12<sup>th</sup>. Patrons are encouraged to donate food in lieu of cash payment of fines. Each non-perishable food item is valued at \$2.00 toward a patron's fines to a maximum of \$20.00 per year. Food collected by the Library goes to the Salvation Army's Food Bank.

## Reinforcing Our Capabilities

City IT is planning the installation of a new phone system and handsets at the Library in February, 2021. Upgrades to the Library's network infrastructure will take place in December, with the installation of a new network switch. The network upgrades are part of a City-wide initiative to increase network security. The Library, along with the City, will be moving to Microsoft Office 365 sometime in 2021.

The 2021 Capital Library Budget was presented at the City Council Meeting on November 24<sup>th</sup>. The budget is largely a repeat of 2020 projects that were impacted by the COVID-19 pandemic. Capital projects for 2021 include the following:

- Teen Space Renovation - \$50,000
- Building Expansion Feasibility Study - \$100,000
- Carpeting – Children's Area - \$27,000
- Lobby Tile Repair - \$10,000
- Security Gates Replacement - \$30,000

The Woodstock Public Library is a member of the Ontario Library Consortium (OLC), a group of 27 public libraries in Ontario that share the costs of their library automation system software. The consortium currently runs the SirsiDynix Symphony library management software and Enterprise public access catalogue. The consortium recently decided to remain with SirsiDynix for another 5-year contract, and added the BiblioCommons BiblioCore public access catalogue software to replace Enterprise. BiblioCommons was previously used by Woodstock Public Library and was well liked by patrons. The BiblioCommons software will be available in 2022.

New cloth face masks have been provided to Library staff. These 3 ply masks include the Library's logo, and provide for a more comfortable fit.

Respectfully Submitted,

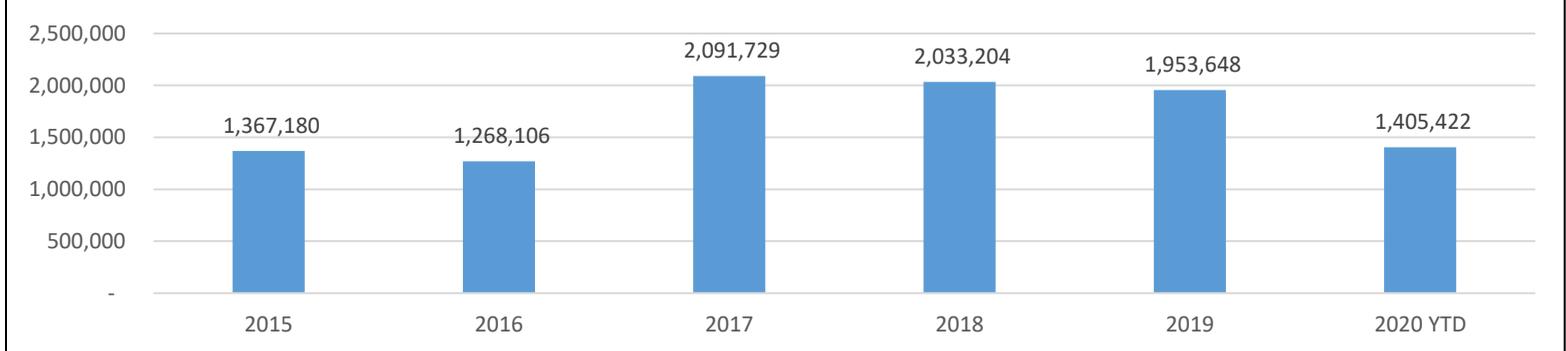
David I. Harvie  
Chief Executive Officer



# Woodstock Public Library

445 Hunter Street Woodstock, ON N4S 4G7 Tel: 519-539-4801

### Total Library Uses 2015 - present

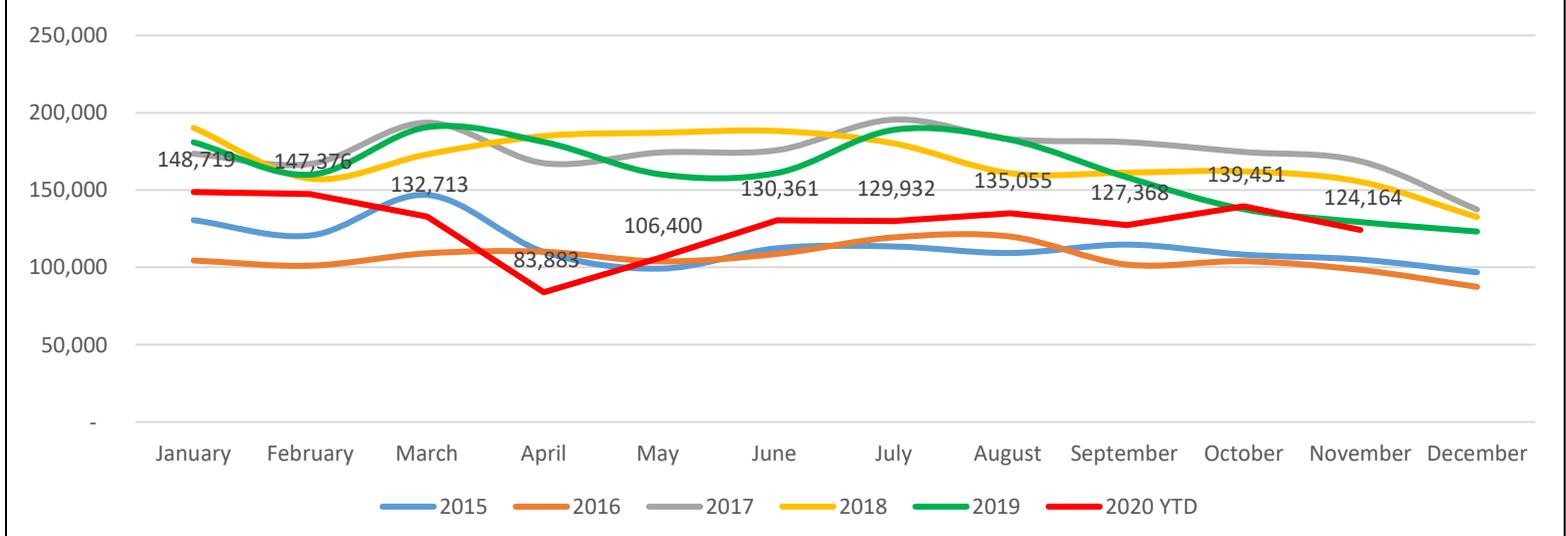


2020	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	33,295	26,375	62,358	17,222	2,148	1,077	1,888	4,356	148,719
February	34,157	27,774	62,109	13,336	1,663	2,054	1,815	4,468	147,376
March	25,294	15,325	51,934	32,141	1,015	1,104	1,078	4,822	132,713
April	9,588	-	27,038	42,294	-	-	363	4,600	83,883
May	10,520	161	42,026	46,895	460	-	448	5,890	106,400
June	15,393	1,566	68,610	38,741	683	-	555	4,813	130,361
July	17,093	3,112	74,672	29,138	608	-	632	4,677	129,932
August	24,710	9,170	71,336	24,418	372	-	688	4,361	135,055
September	24,684	9,344	65,196	23,438	301	-	812	3,593	127,368
October	26,665	8,579	61,343	36,482	580	8	756	5,038	139,451
November	24,702	10,672	56,699	25,916	601	111	796	4,667	124,164
December									-
<b>TOTAL</b>	<b>246,101</b>	<b>112,078</b>	<b>643,321</b>	<b>330,021</b>	<b>8,431</b>	<b>4,354</b>	<b>9,831</b>	<b>51,285</b>	<b>1,405,422</b>

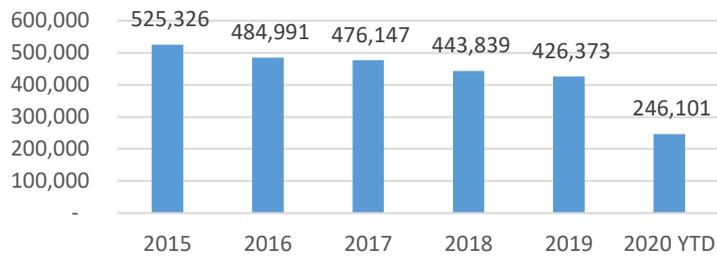
Public computer access restored January 21, 2020

Affected by Covid-19 Pandemic

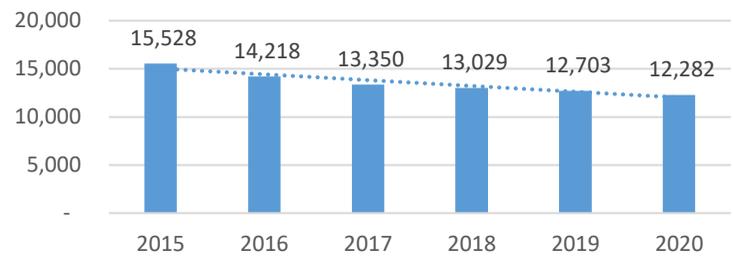
### Total Library Uses by Month 2015 - present



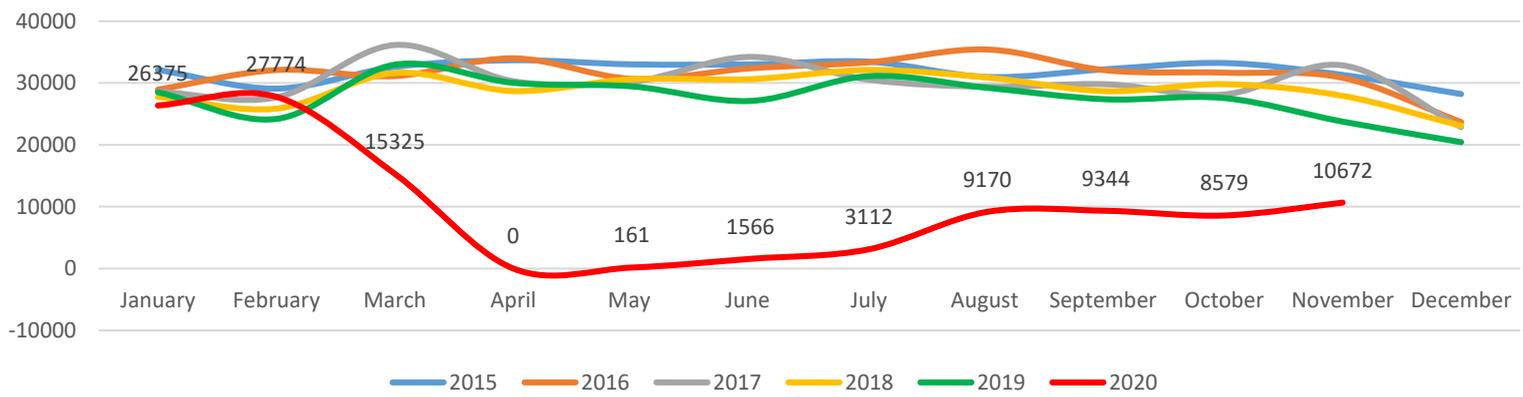
### Annual Library Circulation Total 2015-2020



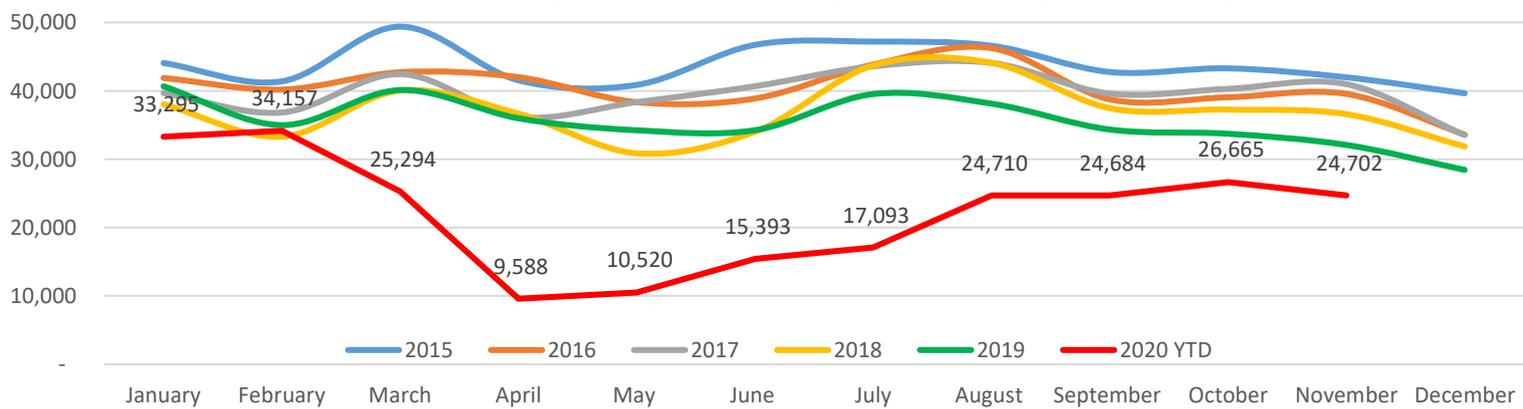
### Monthly Average Active Users Count 2015-2020 YTD



### In Person Visits - 2015-2020



### Total Circulation by Month - 2015-present (Physical & Digital)





## WOODSTOCK PUBLIC LIBRARY

Subject:	Access to Information and Protection of Privacy Policy Video Surveillance Policy
Action:	For the Review and Approval of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	December 10, 2020

### Recommendation

That the draft policies on Access to Information and Protection of Privacy, and Video Surveillance be approved.

### Summary

These two policies will provide guidelines to staff and ensure that the Library is operating in accordance to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### Discussion

At present, the Library lacks any formal policies on the access to, and privacy of, personal information. This draft policy will provide guidelines with respect of the collection, use, and retention of personal information by the Library to ensure compliance with privacy legislation.

In addition, the Library also lacks a policy for the use of, and access to, the Library's video surveillance system. The draft policy incorporates best practices as recommended by the Information and Privacy Commission of Ontario (IPC).

Respectfully submitted,

David I. Harvie  
Chief Executive Officer



# Woodstock Public Library Policy

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**Policy Name:** Access to Information and Protection of Privacy

**Category:** Library Administration

**Version:** 17 November 2020

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## **POLICY STATEMENT AND RATIONALE**

The purpose of this policy is to provide guidelines with respect to the collection, use, and retention of personal information by the Woodstock Public Library.

The purpose of this policy is to ensure that:

- the Woodstock Public Library complies with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy;
- members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA; and
- the privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

## **SCOPE**

This policy applies to all services and operations of the Woodstock Public Library Board, its staff, Board members and volunteers.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply:

*“CEO”* means the Chief Executive Officer of the Woodstock Public Library.

*“City”* means the Corporation of the City of Woodstock.

*"HTTP cookies"* means a small piece of data stored on the user's computer by a web browser while browsing a website. Cookies are designed to be a reliable mechanism for websites to remember stateful information, as they can be used to remember pieces of information that the user previously entered into form fields, such as names, addresses, and passwords.

*"Library"* means the Woodstock Public Library.

*"Library Board"* means the Woodstock Public Library Board.

*"Library Staff"* means all staff employed by the Woodstock Public Library.

*"Permanent record"* means records determined to have historical, administrative, legal, or other value to the Library to warrant continuous preservation.

*"Personal information"* means recorded information about an identifiable individual, including:

- Information relating to the race, national or ethnic origin, colour, religion, age, gender, sexual orientation or marital or family status of the individual.
- Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved.
- Any identifying number, symbol, or other particular assigned to the individual.
- The address, telephone number, email address of the individual.
- The personal opinions or views of the individual except if they relate to another individual.
- Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence.
- The views or opinions of another individual about the individual.
- The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

For Library purposes this definition also includes recorded information such as:

- borrowed materials,
- overdue fines or other charges,
- holds/requests for materials,
- information related to registration for Library programs and fundraising.

*“Record”* means recorded information in any format or medium, created, received, and maintained as evidence in pursuance of legal obligations or in the transaction of business. This may include paper and electronic records, minutes, correspondence, financial statements, maps, drawings, photographs, etc.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 Responsibility**

- 1.1 The CEO is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance.
- 1.2 The CEO shall act as the Library's Freedom of Information (FOI) Coordinator.

### **2.0 Objectives**

- 2.1 To ensure that the Library continues to be seen as a trusted institution by our patrons.
- 2.2 To ensure that the Library complies with the spirit, principles and intent of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- 2.3 To ensure that members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA.
- 2.4 To ensure that the privacy of patrons' personal information is protected in compliance with the privacy provisions of MFIPPA.
- 2.5 To ensure that the privacy of Library employees' personal information is protected in compliance with the privacy provisions of MFIPPA.

### **3.0 General Guidelines**

- 3.1 The Library collects personal information for the purposes of identifying patrons, in order that they may borrow materials, access electronic services and register for programs.
- 3.2 All information collected from patrons under the authority of the Public Libraries Act, is subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Under these acts, all patrons of the

Library have the right to privacy and confidentiality regarding their use of the Library's services, programs and collections. Patron borrowing and electronic use records are held in confidence by the Library and are accessed only for the purposes identified at the point of collection.

#### **4.0 Collection of Personal Information**

- 4.1 The Library will not collect any personal information about patrons without obtaining their consent to do so, subject to the expectations as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the Library and the provision of library services and programs.
- 4.2 Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.
- 4.3 Patrons are responsible for identifying changes in personal information such as name, address or contact information to maintain the accuracy of their information.
- 4.4 Patrons should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and protect their information.

#### **5.0 Access of Personal Information**

- 5.1 Access to patron information is limited to Library Staff working within the scope of their duties.
- 5.2 The Library and patrons have the right to request a correction of personal information if erroneous data is identified. The Library has a right to request supporting documentation from a patron when making any corrections.

#### **6.0 Disclosure of Information**

- 6.1 The Library will not disclose personal information related to a patron to any third party without obtaining consent to do so, subject to certain exemptions as provided by MFIPPA. Disclosure is permitted in some situations with the approval of the CEO, including the following:
  - a) The Library will disclose personal information to a parent or guardian of a person up to sixteen (16) years of age who exercises the right to access the child's personal information in Library databases.

- b) The Library may also disclose information in accordance with the exemptions provided in section 32 of MFIPPA including:
  - i) disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
  - ii) disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased.

## **7.0 Access Requests**

7.1 All Library patrons have the right to access their personal information as well as information regarding library operations. The request may be submitted on an informal or formal basis, depending on the nature of the request. All requests are subject to the exemptions outlined in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### **7.2 Informal Requests**

7.2.1 Patrons must provide appropriate identification before personal information will be provided. For example, upon presentation of his/her library card or other approved photo identification, a patron may query his/her records and/or the records of his/her minor age children or wards.

### **7.3 Formal Requests**

7.3.1 Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant. In the absence of a warrant, the information requested must be in accordance with Section 32(g) and 32(i) of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). In such cases, the CEO or designate has the authority to release personal information to the police or government agencies in Canada to aid an investigation leading or likely to lead to a law enforcement proceeding or in compassionate circumstances to facilitate contact with next of kin of an individual who is injured or deceased. All such requests must be documented.

7.3.2 All formal requests for personal or operational information must be done in writing. Freedom of Information (FOI) forms are available through the Woodstock Public Library's Freedom of Information Coordinator or via the

Library's website. For more information or to submit a formal request, patrons should contact:

FOI Coordinator  
Woodstock Public Library  
445 Hunter Street  
Woodstock, Ontario N4S 4G7  
Phone: (519) 539-4801

## **8.0 Retention of Personal Information**

- 8.1 The Library will not retain personal information related to the items borrowed or requested by a patron, or pertaining to a patron's online activity, longer than is necessary for the provision of library services and programs.

## **9.0 Online Privacy**

- 9.1 The use of the Library's online catalogue does not require the provision of any personal information unless account access is required. Patrons can access their personal library account with their library card number and password through the online catalogue. Personal account information can include name, address, telephone, email as well as items checked, on hold and fines/fees. Verification of the library card number and password is done through the library's patron database.
- 9.2 Patrons using commercial databases through the Library website are required to enter their library card number to access the databases. The library card number is verified against the library's patron database. A log of this verification remains on the authentication server.
- 9.3 Links to websites of other organizations are included on the Library's website. These links are provided for information only and are not subject to the privacy policy of the Library. Patrons are urged to consult the privacy policies of the specific websites before providing any personal information.
- 9.4 Library websites may use HTTP cookies to improve functionality and personalization. These cookies may be either sessional or persistent in nature and are stored local to the user and not on library servers.

## **10.0 Public Computer Workstation**

- 10.1 The public computer workstations are situated in public areas and as such the Library does not guarantee privacy.

- 10.2 Some of the Library's public computer workstations are managed by reservation software that records a patron's library card number, workstation, and time spent on the workstation. This data is stored in a log file that is purged every three months.

### **11.0 Wireless Internet**

- 11.1 The wireless network provided by the Library is an open, unsecured network and the Library does not guarantee the security of the patron's device while using it.
- 11.2 The Library's wireless network records unique device identifiers, date/time, duration, download usage and Web services accessed. This data is stored in a log file that is automatically purged after two months.

### **12.0 Photographs and Videos**

- 12.1 The Library collects photos of patrons and employees at Library events and programs to promote library services. Photographs and videos of recognizable individuals taken for Library promotional purposes, will not be used without prior written permission of the patron or the Library employee.

### **13.0 Electronic Communication**

- 13.1 Obtaining a library card implies the patron's consent to authorize the Library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Patrons may request not to receive notifications although such an action may affect their ability to use the affected library services.
- 13.2 The Library may use electronic means to promote services, share information, or announce special events. The Library will seek the patron's consent before sending promotional electronic messages. The Library will provide options to patrons to easily unsubscribe from the services or change their preferences at any time.
- 13.3 In keeping with Canadian Anti-Spam Legislation (CASL), email addresses are used solely for the intended purpose, for which the patron has provided explicit consent, and will not be shared with any other individual or organization.

### **14.0 Challenging Compliance**

- 14.1 Any patron or staff member who feels their privacy has not been protected may challenge library practices through the CEO. A patron or employee

who, after such a challenge, is not satisfied with the result, may appeal to the Library

Board, maintaining either that the current policy has been violated, or that the current policy needs to be changed in order to address a perceived issue.

## RELATED DOCUMENTS AND POLICIES

Woodstock Public Library – Video Surveillance Policy

Public Libraries Act, 2011, S.O. 2001, c. P. 44

Municipal Act, 2011, S.O. 2001, c. 25

Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990, c. M.56

## DOCUMENT REVISION RECORD

Developed By:	D. Harvie	Date:	November 17, 2020
		Adoption Date:	
Resolution #:	20-##	Effective:	
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# Woodstock Public Library Policy

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**Policy Name:** Video Surveillance Policy

**Category:** Library Services

**Version:** 17 November 2020

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## **POLICY STATEMENT AND RATIONALE**

The purpose of this policy is to describe Woodstock Public Library's installation and use of video surveillance equipment in the interests of privacy, public safety, protection of property, and to maintain a safe and welcoming environment for library customers, staff, and service providers.

This policy should be read in conjunction with the Library's *Access to Information and Protection of Privacy Policy*.

## **SCOPE**

This policy shall apply to all Woodstock Public Library employees and service providers. It applies to all types of video camera systems and camera recording devices that are used for security purposes at the Library. This policy does not address instances where Library staff record a specific event (such as a program or presentation).

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply;

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“IPC” – Information and Privacy Commission of Ontario. IPC oversees compliance with the privacy protection provisions of MFIPPA and conducts investigations into privacy complaints. IPC also provides guidance regarding Ontario's access and privacy legislation.

“MFIPPA” – Municipal Freedom of Information and Protection of Privacy Act. The purpose of the Act is to provide a right of access to information under the control of institutions and to protect the privacy of individuals with respect to personal information about themselves held by institutions.

“City” means the Corporation of the City of Woodstock.

“Library” means the Woodstock Public Library.

“Library Board” means the Woodstock Public Library Board.

“Personal Information” means any recorded information about an identifiable individual, including:

- a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
- b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- c) any identifying number, symbol or other particular assigned to the individual;
- d) the address, telephone number of the individual;
- e) the personal opinions or views of the individual except if they relate to another individual;
- f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
- g) the views or opinions of another individual about the individual; and
- h) the individual’s name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 Responsibility**

- 1.1 The CEO is responsible for the Library's privacy obligations under the *Municipal Freedom of Information and Protection of Privacy Act*.
- 1.2 The CEO is responsible for implementing the appropriate procedures in order to ensure that the Library staff understand and adhere to the intent of this policy and to protect and safeguard patron privacy, and to safeguard Library property.

### **2.0 Authority**

- 2.1 The Library has determined that it has the authority to collect personal information in accordance with the *Public Libraries Act* and *MFIPPA*.
- 2.2 Security cameras can be used to collect personal information about identifiable individuals.
- 2.3 Pursuant to section 28(2) of the *MFIPPA*, no person shall collect personal information on behalf of the Library unless the collection is expressly authorized, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity.

### **3.0 Underlying Principles**

- 3.1 The security camera system is a resource used by the Woodstock Public Library Board within the Board's jurisdiction to promote the safety of patrons, staff and community members. Where deployed for that purpose, these systems also help to protect Library property against theft or vandalism, and can assist in the identification of intruders and of persons breaking the law.
- 3.2 In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. The Library will maintain control of and responsibility for the security camera system at all times.
- 3.3 Library Staff and service providers are expected to review and comply with this Policy, *MFIPPA*, and other relevant statutes in performing any duties and functions that are related to the operation of the security camera system.

## **4.0 Privacy**

- 4.1 The Library will endeavor to ensure that the proposed design and operation of the video security surveillance system reasonably minimizes privacy intrusion.
- 4.2 Video security camera footage will not be used to monitor customers' use of Library spaces or employee performance. Circumstances which warrant review will be limited to security incidents that have been reported, reported behaviour that contravenes the Library's Patron Code of Conduct, in the investigation of a potential crime, or identifying individuals associated or potentially involved with a crime.
- 4.3 Video equipment shall never monitor the inside of areas where the public and employees have a higher expectation of privacy (e.g. staff room and washrooms).

## **5.0 Authorized Access to Security Camera System**

- 5.1 Only the CEO and other authorized staff may access and review recorded information from the system.

## **6.0 Logs**

- 6.1 Logs will be kept of all instances of access to, and use of, recorded material to enable a proper audit trail. The log will record the name of the staff person, accessing the system, date, time, circumstances and activity.

## **7.0 Notice of Use of Security Camera System**

- 7.1 In order to provide notice to individuals that video is in use, the Library shall post signs, visible to members of the public, at entrances and/or prominently displayed on the perimeter of the grounds under security camera coverage. Signage will include the following information:
  - a) the legal authority for the collection of personal information;
  - b) the principal purpose(s) for which the personal information is intended to be used; and
  - c) the title, business address, and telephone number of someone who can answer questions about the collection.

## **8.0 Access Requests Process**

- 8.1 Requests to access information on the security camera system will be done in accordance with the Library's Privacy Policy, and are subject to the requirements of MFIPPA.
- 8.2 All requests for video recordings from the public and law enforcement agencies shall be directed to the Library CEO.

## **9.0 Unauthorized Access and/or Disclosure (Privacy Breach)**

- 9.1 Any Library staff member who becomes aware of unauthorized disclosure of a video record in contravention of this policy, and/or a potential privacy breach has a responsibility to ensure that the CEO is immediately informed of the breach.
- 9.2 Any breaches of unauthorized access or disclosure of privacy will be reported to the IPC for advice and assistance.

## **RELATED DOCUMENTS AND POLICIES**

Woodstock Public Library – Access to Information and Protection of Privacy Policy Public Libraries Act, 2011, S.O. 2001, c. P. 44  
Municipal Act, 2011, S.O. 2001, c. 25  
Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990, c. M.56

## **DOCUMENT REVISION RECORD**

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