

Owen Sound & North Grey Union Public Library Policy	Policy # L 13
SUBJECT: Library Web Site Disclaimer/Privacy	Date: March 25, 2004 Reviewed: June 2019 Next Review Date: June 2023
BOARD AUTHORITY OR STAFF APPROVED: Library Board Resolution 27 – 04 Library Board Resolution 70-19	Page # 1 of 4

LIBRARY WEB SITE DISCLAIMER POLICY

1. Scope

This policy covers the web sites that are owned and operated by the Owen Sound & North Grey Union Public Library. This includes but is not limited to:

www.owensound.library.on.ca

The site is coordinated and maintained by the Owen Sound & North Grey Union Public Library, hereafter referred to as the "Library".

2. Accuracy

Every effort is made to ensure that the information on the Library’s web site is timely and accurate however information should be verified independently before being used or relied on. All information is provided on an "as is" basis without warranty of any kind, either expressed or implied, statutory or otherwise. The Library does not warrant or make any representations as to the quality, content, accuracy or completeness of the information, text, graphics, links and other items contained on its web site. The Library makes no warranties, express or implied as to the fitness of the information for any purpose, or to results obtained by individuals using the information and is not responsible for any action taken in reliance on the information contained herein. Material is provided as general information only and is not intended to provide specific legal advice for any individual and should not be relied upon in that regard.

3. Using Material from Library Web Sites

In order to ensure compliance with Canadian Copyright Laws, please contact the Library for any material you wish to copy or use from Library web pages. This includes but is not limited to any text, graphics, design elements, photos and movie clips. You may not use any of these elements without the express written permission of the Library.

4. External Links

The Library considers the provision of web site links to be a public service to provide tools for the community to access information generally related to the Library and the City. The Library's web sites contain links to other web sites that meet the following criteria:

- Official government sites (i.e., Federal, Provincial, Municipal & government-funded agencies, boards, local government associations, local elected officials)
- Sites which are deemed to be of interest to our visitors, and in keeping with the Library and/or City's Mission Statement, Vision & Core Values (i.e., businesses, organizations or community groups, frequently requested community related sites (local media))

Prospective sites will be reviewed to ensure that, in the sole opinion & discretion of the Library that they are in keeping with the above criteria. The Library reserves the right to accept or deny any requests for references to or links to third party sites. The Library is not responsible for, and does not endorse, the information on any linked web site unless the Library's web site states otherwise.

5. Privacy

The Library is committed to providing site visitors with a web site that protects their privacy. The Library respects the privacy of its Internet users and will protect that privacy as vigorously as possible.

a. Personal Information Collected

The Library's web site does not automatically gather any specific personal information from you, such as your name, home phone number or email address. This type of information is obtained only if you supply it by sending us an email or by registering in a secure portion of the site. All personal information held or collected by the Owen Sound & North Grey Union Public Library is protected under the Public Libraries Act and the Municipal Freedom of Information and Protection of Privacy Act. The Library does not collect information that personally identifies individuals except when individuals provide such specific information on a voluntary basis. This information is only obtained if you provide it voluntarily, through contacting us via telephone, via e-mail, via paper form or through an online form. Visitors' personal information received via e-mail is provided only to Library staff who require the information to respond to inquiries. This information is not used for any other purpose. No information sent to the Library via e-mail or the website inquiry form is used for any other reason than to respond to and maintain a record of the inquiry. Information on individual visitors is used by Library staff who need to know the information in order to respond to your request or to ensure the security of this system. The information is shared with another department or organization only if your inquiry relates to that department or organization. The information is not used to create individually identifiable profiles. The Library does not sell, trade,

or rent personal information to others. The Library may provide aggregate statistics about traffic patterns, and related site information to relevant committees and organizations. These statistics will include no personally identifying information.

b. Network Traffic Monitor

The Library employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. This software receives and records the Internet Protocol (IP) address of the computer that has contacted our web site, for the date and time of the visit and the pages visited. We make no attempt to link these addresses with the identity of individuals visiting our site.

c. Cookies

The Library occasionally uses "cookies" to track how our visitors use this site to determine sites previously visited. (A "cookie" is a file that may be placed on your hard drive without your knowledge by a web site to allow it to monitor your use of the site). The cookies we use do not allow us to identify individuals. They are compiled into statistical information on traffic patterns and are used to assess site efficiency. The system will notify you before any cookies are used so that you may refuse them providing that option is set in your browser security options. The refusal of cookies will not affect the site performance or restrict your ability to access information from this site

d. Webmaster

Any message that you may send to the Webmaster for this site will go to the Library. Information concerning the functioning of the site is provided to the Webmaster so that they can make adjustments to the site to maximize its effectiveness. Any questions, concerns or complaints you may have about how the Library is handling personal information from this site should be directed to the Chief Librarian. A third party may complete web site design work for the Library. Occasionally, this third party company, in order to respond to your request or to ensure the security of this system, uses information on individual visitors. As such, the third party is considered as Library staff for the purposes of this Policy. To find out more about the Privacy Policy for this third party company, contact the Library.

e. Privacy Contact Information

Questions or comments regarding this policy, or the administration of the Public Libraries Act or the Municipal Freedom of Information & Protection of Privacy Act at the Library may be directed to the Chief Librarian, Owen Sound & North Grey Union Public Library, 824 First Avenue West, Owen Sound, ON N4K 4K4; telephone: (519) 376-6623; or e-mail to the address listed on the Library's web site.

6. General Contact

If you wish to contact the Owen Sound & North Grey Union Public Library regarding the contents of this web site, please direct your comments to the Chief Librarian, Owen Sound & North Grey Union Public Library, 824 First Avenue West, Owen Sound, ON N4K 4K4; telephone (519) 376-6623; or e-mail to the address listed on the Library's web site.