

Privacy and Personal Information

Mississauga Library complies with the provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Registering for a library card/account involves the collection of personal information. The information collected is limited to what is sufficient to provide access to the library's collections and services, and to administer related library business.

Mississauga Library will not use or disclose personal information, except as provided below or as required or permitted by law.

Personal information may be shared with agencies and companies working on behalf of Mississauga Library to administer library business.

Where an account-holder is under 18 years of age, personal information and other account information may be disclosed to a parent or legal guardian for the purpose of administering the terms and conditions associated with the library card, including recovering outstanding library materials and fees. Where an account-holder is 16 or 17 years of age, such disclosure will be limited to the amounts of any outstanding fees.

To access information associated with the library account, the account-holder must present the corresponding library card, and/or acceptable proof of identity and address. A PIN is required for account security.

Any changes in personal information must be reported to staff as soon as possible. Account-holders can update their email address, phone number and PIN online through the library catalogue and the Mississauga Library mobile app.

Account-holders may opt in to retaining their library account's borrowing history through the library's online catalogue. This information is not available to staff via the database. An item in a borrowing history will be visible for as long as the library owns it.

The borrowing history of users of the Homebound service may be retained and available to staff to assist in providing service.

Questions regarding the collection and use of personal information can be directed to:

Privacy Officer, Mississauga Library
301 Burnhamthorpe Road West
Mississauga, ON
L5B 3Y3
905-615-3200 ext. 3610

Account-holder Agreement

A library card is not transferable. The account-holder is responsible for any transactions on their library card.

Lending a library card to a third party implies consent has been given for its use, but does not entitle said third party to any information on the library account.

Loss or theft of a library card must be reported to staff as soon as possible. The account-holder is responsible for any items borrowed and any fees incurred until loss or theft is reported.

An account-holder may need to renew their library card periodically, involving the presentation of acceptable proof of identity and address. Non-Resident account-holders must present proof of working, going to school or owning property in Mississauga to have the annual fee waived.

Library accounts that have been inactive for seven or more years, and do not have any open transactions (e.g., outstanding library materials and/or fees) are deleted from the database.