

Newham Libraries Information Management Policy

Category	Policy
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Related processes or documents	

Purpose

This policy ensures that Newham Libraries manage information responsibly, transparently, and in compliance with UK legislation and Newham Council's governance framework. It supports the delivery of high-quality library services to residents and visitors.

Scope

Applies to all information assets managed by Newham Libraries, including:

- Library user records
- Digital and physical collections
- Staff and volunteer data
- Internal communications and operational documents

Policy Objectives

- Comply with the Data Protection Act 2018, UK GDPR, and Freedom of Information Act 2000
- Protect the privacy and rights of library users
- Ensure efficient access, storage, and disposal of information
- Support transparency and community trust in library services

Information Governance Principles

- Transparency: Clear communication about how information is used
- Security: Protect data from unauthorized access or loss
- Accuracy: Maintain up-to-date and reliable records
- Accessibility: Ensure equitable access to public information
- Retention: Follow Newham Council's retention schedules for archiving or disposal

Records Management

- Use secure systems for cataloguing and managing library materials and user data
- Retain user borrowing history only as long as necessary for service delivery
- Archive historical and cultural materials in line with local heritage goals
- Dispose of outdated records securely and in accordance with council policy

User Data and Privacy

Newham Libraries are committed to protecting the personal data of all users. The following examples illustrate how user data is collected, used, and safeguarded:

Library Membership Registration

Data Collected: Name, address, date of birth, email, phone number.

Purpose: To issue library cards and enable borrowing privileges.

Handling: Stored securely in the library management system; access restricted to authorized staff.

Event and Workshop Sign-Ups

Data Collected: Name, contact details, age group (for age-specific events).

Purpose: To manage attendance and tailor programming.

Handling: Data retained only until the event concludes, unless consent is given for future contact.

Public Computer and Wi-Fi Use

Data Collected: Library card number or guest login credentials.

Purpose: To monitor usage and ensure fair access.

Handling: Usage logs are anonymized and retained temporarily for audit purposes.

Online Services (eBooks, Kanopy, PressReader)

Data Collected: Library card number, usage history.

Purpose: To authenticate access and personalize recommendations.

Handling: Data shared with third-party providers under strict data protection agreements.

Children's Library Services

Data Collected: Parent/guardian contact details, child's name and age.

Purpose: To provide age-appropriate materials and programming.

Handling: Data is handled with enhanced privacy safeguards and not shared externally.

Feedback and Surveys

Data Collected: Optional name and contact details, responses.

Purpose: To improve services and gather community input.

Handling: Responses are anonymized for reporting; personal data is deleted after analysis.

Data Subject Requests

Data Collected: A user requests a copy of their borrowing history or asks for their data to be deleted.

Purpose: To fulfill user rights under UK GDPR.

Handling: Requests are processed within one calendar month in line with UK GDPR.

Freedom of Information

- Respond to FOI requests within statutory timeframes.
- Maintain a Publication Scheme for proactively shared information.
- Train staff to recognize and escalate FOI or data access requests.

Digital Services and Online Platforms

- Ensure third-party platforms (e.g. Kanopy, eBook providers) comply with data protection standards.
- Regularly review digital content for accessibility and relevance.
- Provide digital literacy support to help users navigate online resources.

Training and Awareness

- All staff and volunteers receive training on data protection and information handling.
- Promote awareness of this policy through internal briefings and public notices.

Monitoring and Review

- This policy is reviewed annually by Newham Libraries management in consultation with Newham Council's Information Governance Team.
- Feedback from users and staff is encouraged to improve practices.