

Annual Statistical Report to the Office of the Information and Privacy Commissioner (IPC) of Ontario.

Date:	March 27, 2013
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report will provide an overview of the statistical report submitted to the Ontario Information and Privacy Commissioner (IPC) and a summary of privacy and access related activities at Toronto Public Library (TPL) during 2012.

FINANCIAL IMPACT

The report has no financial impact beyond what has already been approved in the current year's budget.

The Director, Finance & Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

The Library is required to submit a statistical report to the Information and Privacy Commissioner (IPC) of Ontario on an annual basis. At its meeting on March 26, 2007, the Library Board requested staff to report on the annual report submitted to the Information and Privacy Commissioner of Ontario.

ISSUE BACKGROUND

The Toronto Public Library is governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). One of the IPC's functions is to gather statistics annually from municipal institutions pertaining to the number of requests received for access to information (either an individual's own personal information or general records) and any inconsistent use of personal information in the institution's custody. The Act requires TPL to submit an annual report to the IPC.

COMMENTS

Overview

The Toronto Public Library received three new requests for access to records in 2012 and one request was brought forward from 2011. In 2012, the Library maintained a 30-day compliance rate of 100%.

Two requests were completed within the legislated 30-day timeline and full access was granted to the records. One request, for which a 30-day extension was requested, was withdrawn after a fee estimate for printing and retrieval costs was provided.

The request brought forward from 2011 was considered abandoned after no response was received for 60 days following the Library's communication to the requestor regarding the printing fee associated with the request.

In October 2011, the Library was made aware that its decision on access to information for one request, completed in 2011, was being appealed to the Information and Privacy Commissioner. The Library provided formal written representations in April 2012, and the Information and Privacy Commissioner's Office reached a decision in July 2012, upholding the Library's decision, determining the decision on access to be appropriate.

Routine Disclosure

The Library routinely discloses information to the public. The TPL website provides a wide range of information and includes Toronto Public Library Board agendas, documents and minutes, and other detailed information about library programs and services. Many informal requests for information from the Library are answered by referring requestors to the Library website.

Privacy Breach

In December 2012, the Library was made aware that a customer had taken and published a photograph of a holds pick list at St. James Town branch to the customer's Twitter account. This list contained the names and holds request of eight identifiable customers. As soon as the Library was made aware of the issue the Library contacted the customer who took the photograph and requested that it be removed from his Twitter account. The photograph was taken down the same day. The Library then sent notification letters to the eight customers. Two customers contacted the Library directly to inquire about the situation; their concerns were addressed by Library staff to the customers' satisfaction.

As a follow-up to this breach, staff were reminded of the need to protect customer privacy and not to leave personal information unattended. After this incident, the Library changed its practice and the holds pick list no longer contains the customer's name.

Other Privacy Initiatives

The Library completed three Privacy Impact Assessments in 2012. A privacy impact assessment is a tool used to assess the privacy implications related to new technologies and procedures. It helps the Library to determine actions required to ensure the security of personal information involved with or affected by these new technologies and procedures. Further, it helps the Library to determine what remedial actions are required to improve security. The three privacy impact assessments conducted in 2012 pertained to:

- e-mail marketing and e-mail notifications;
- room booking software;
- the Library's Affiliate program.

Staff across the organization is supported with training and advice on privacy-related matters by the Privacy & Records Management Officer.

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SIGNATURE

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