

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

<b>Date:</b>	May 12, 2008
<b>To:</b>	Toronto Public Library Board
<b>From:</b>	City Librarian

**SUMMARY**

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At its March 2006 meeting, the Toronto Public Library Board requested that the City Librarian report back to the Board on an annual basis concerning the statistical report that it returns to the Information and Privacy Commissioner (IPC) of Ontario.

This report will provide a summary of privacy and access related issues at TPL during 2007 and an overview of the statistical report submitted to the Ontario Information and Privacy Commissioner (IPC).

**FINANCIAL IMPACT**

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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 financial impact statement and is in agreement with it.

**DECISION HISTORY**

The Library is required to submit a statistical report to the Information and Privacy Commissioner (IPC) of Ontario on an annual basis. The Library Board requested staff to report to them on the annual report submitted to the Information and Privacy Commissioner of Ontario.

**ISSUE BACKGROUND**

Since its establishment on January 1, 1988, the Information and Privacy Commissioner of Ontario has acted independently of government to uphold and promote open government and the protection of personal privacy in Ontario. The Information and Privacy Commissioner of Ontario deals with a variety of legislation that governs the area of access to information and protection of privacy.

The Toronto Public Library is governed by the Municipal Freedom of Information and Protection of Privacy Act. One of the IPC's functions is to annually gather statistics from municipal institutions, as defined in the Act, pertaining to inconsistent use of personal information in the institutions' custody and the number of requests received for access to information (either own personal information or general records).

## **COMMENTS**

### **Overview of Annual Report**

The Toronto Public Library received three requests for access to personal information from individuals. In all three instances the information requested was disclosed and within the 30 days as specified by the Act.

The Toronto Public Library did not disclose any personal information to third parties during 2007 that differs from the way that the information is normally used (e.g. by employees in order to perform their jobs) or disclosed (e.g. as permitted by the Act for law enforcement, health and safety reasons and compassion reasons).

### **Staff Training**

During 2007, TPL continued to offer training to staff on privacy and access to information. Two sessions were held for staff as part of the staff training calendar. Content focused on providing Library staff with a greater understanding of the legislation and the Library's Access to Information and Protection of Privacy Policy, and the practical application of both the Act and the policy to Library operations. A guide for staff on "Access to Information and Protection of Privacy at the Library" was prepared.

### **Routine Disclosure**

The Library routinely discloses information to the public. The TPL website provides a wide range of information and includes 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 Impact Assessments (PIA)**

With the introduction of new electronic technologies, it is increasingly important that the Library conduct impact assessments to determine the level of privacy protection that Library users will have when using the technology or when providing their personal information.

The City of Toronto has recently begun the use of Privacy Impact Assessments and Library staff has received guidance and assistance from the City of Toronto's Corporate

and Access and Privacy division in understanding the PIA process and how it can be applied in the library context.

### **Privacy Breach Mitigation**

There were no reported cases of privacy breaches at TPL during 2007. The importance of protecting users' privacy forms a large part of the training sessions that have been held with staff.

### **Privacy Compliance**

In March 2007 the Library Board approved the Security Video Surveillance Policy which ensures that the Library is in compliance with privacy legislation in relation to security cameras. This policy also provided a framework for all current and future proposed video use at Library properties to ensure compliance with MFIPPA. During 2007 there were 12 requests for security video surveillance tapes from law enforcement agencies.

The Library continues to review all forms in use that collect personal information. A Notice of Collection is now a standard feature on all such forms which gives the legislative authority for the collection of the information, what the information will be used for and contact details of the Privacy Officer for the Library.

### **CONTACT**

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### **SIGNATURE**

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