

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

Date:	March 1, 2011
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report will provide a summary of privacy and access related issues at TPL during 2010 and an overview of the statistical report submitted to the Ontario Information and Privacy Commissioner (IPC).

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 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. At its meeting on March 26, 2007, the Library Board requested staff to report annually on the statistics 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 (The Act). 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 on these matters to the IPC.

COMMENTS

Overview of Annual Report

The Toronto Public Library received one request for access to records. The request was completed within the legislated 30-day timeline, and full access was granted to the record.

In 2010, the Library maintained a 30-day compliance rate of 100%.

Disclosures to Law Enforcement

All instances of disclosure of personal information to law enforcement agencies are reviewed and the Privacy & Records Management Officer follows up on specific disclosures as necessary.

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 Impact Assessments (PIA)

With the introduction of new electronic technologies, it is increasingly important that the Library conducts impact assessments to determine the level of privacy protection that library users will have when using the technology or when providing their personal information. A Privacy Impact Assessment is an investigation of a system or procedure that collects, manages, uses, or disposes of personal information.

Last year, the Library completed comprehensive Privacy Impact Assessments on the following:

- CLASS, the Library's room-booking software, was made compliant with the creation of unique and secure logins for authorized staff so that unauthorized access to the data base is avoided;
- The new e-newsletter service was made compliant by ensuring that the Library's expectations in terms of privacy protection were fully integrated into the RFP process and was used in the evaluation of bids, and including the provision that all customer personal information be stored in Canada.

Necessary actions to ensure privacy compliance for the Integrated Library System and Director's Station, systems where PIAs were completed in 2009, are ongoing.

Access & Privacy Procedures and Staff Training

The Library continues to review policies and procedures. The Library reviewed its Access to Information and Protection of Privacy Policy during 2010 to ensure that the Policy accurately reflected current practice. A review of Internet-related policies and statements has begun to reflect changes associated with the new TPL website.

The Privacy & Records Management Officer provided nine privacy training sessions to 135 staff in 2010. Privacy sessions were delivered to key staff in every branch area.

Other Privacy-Related Issues

There was one reported privacy breach in 2010 by a third-party service provider of the Library. A laptop belonging to the Library's auditors, Ernst & Young, that contained TPL staff names, employee number, position, and associated salaries for 2009 was stolen. At the time of the theft, the laptop was in "lock" mode and the hard drive was fully encrypted with 256-bit full-key encryption making it unlikely that the information could actually be accessed.

The Library worked with legal services to inform all affected parties. There is no evidence to suggest that any of the personal information on the laptop was accessed at any time. The Library followed up directly with Ernst & Young to express its serious concerns about this privacy breach. Ernst & Young officials were asked for a full report of the incident, and the measures taken to ensure that no further incidents of this sort occurred. Ernst & Young conveyed its regrets that the incident had occurred and apologised for any inconvenience or concern that it may have caused TPL employees.

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SIGNATURE

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