

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

Date:	March 24, 2014
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report will provide a summary of privacy and access-related issues at Toronto Public Library (TPL) during 2013 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 IPC 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 IPC.

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 inconsistent use of personal information in the institution's custody and the number of requests received for access to information (either an individual's own personal information or general records). The Act requires TPL to submit an annual report to the IPC.

COMMENTS

Overview

The Toronto Public Library received three requests for access to records in 2013. One request was for personal information; the other two were for general records. Full access was granted to the two requests for general records, and partial access to the request for personal information.

Two requests required time extensions and consultations with external parties and the remaining request was completed without the need for a time extension. Two requests were completed in 2013; one of the three requests was fully resolved in 2014 and the results of this request will be reported in the 2014 Annual Statistical Report to the IPC.

In 2013, the Library maintained a 100% compliance rate with the legislated timelines.

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.

Other Privacy Initiatives

The Library conducted a Privacy Impact Assessment on the Library's online job application process in 2013. This enabled the Library to assess the privacy implications related to the new process and determine actions required to ensure the security of personal information involved with or affected by the online job application process.

The Library conducted a review of its Security Video Surveillance Policy and procedures. The revised policy was approved by the Board on November 18, 2013. Procedures relating to the accessing, use and retention of video surveillance were revised to cover changes to the policy. Training regarding the revised procedures was developed and is currently being provided to staff.

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

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SIGNATURE

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