



STAFF REPORT INFORMATION ONLY

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

Date:	April 20, 2015
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

This report provides a summary of privacy and access related issues at Toronto Public Library during 2014 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 approved a resolution requiring that staff:

Report to the Library Board annually regarding the Annual Statistical

Report to the Office of the Information and Privacy Commissioner/Ontario:

<http://www.torontopubliclibrary.ca/content/about-the-library/pdfs/board/meetings/2007/mar26/minutes.pdf>

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 Toronto Public Library to submit an annual report to the IPC.

COMMENTS

Overview

The Toronto Public Library received six requests for access to records in 2014, and resolved one request received in 2013.

The request received in 2013 was appealed to the IPC. During the mediation stage, the IPC negotiated the partial release of information between the requester, the Library, and the affected third party.

For the six requests received in 2014, two were resolved informally outside the FOI process. The remaining four were resolved in early 2015 and will be reported on in the 2015 Annual Statistical Report to the IPC. For all requests resolved in 2014, the Library maintained a 100% compliance rate with the legislated timelines.

The Library also received one request for the correction of personal information. The record at issue could not physically be altered, and so a statement of disagreement was attached to the record.

Routine Disclosure

The Library routinely discloses information to the public. The Library 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.

Disclosures to Law Enforcement

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

Other Privacy Initiatives

The Library completed several Privacy Impact Assessments (PIAs) in 2014:

- Online job application process (started in 2013, finalized in 2014);
- Hoopla (video streaming service);
- Ma Biblionumérique (French e-book service).

The Library started work on several PIAs, to be completed in 2015:

- Counting Opinions (online program registration tool);
- Overdrive (e-book service);
- OneClickDigital (e-audio book service);
- Online payment.

The Library commenced a fulsome review of its privacy policy, following a recommendation from the City of Toronto to adopt a substantially similar privacy policy to theirs. The City's policy effectively captures all staff responsibilities, and places the policy within the greater context of the City's Information Management framework. The review of the Library's policy is ongoing.

Following extensive review and consultations with staff, the Library published two new privacy-related bulletins for staff:

- Sharing information about violent customers;
- Staff obligations to disclose your name to the public.

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

CONTACT

Paul Trumphour; Acting Director, Planning, Policy, and E-Services Delivery;
Tel: 416-395-5602; E-mail: ptrumphour@torontopubliclibrary.ca

SIGNATURE

Vickery Bowles
City Librarian