

Edmonton Public Library Personal Information Banks

In accordance with Alberta's Freedom of Information and Protection of Privacy Act (FOIP) the Edmonton Public Library (EPL) has compiled a list of *personal information banks* which are collections of electronic and paper records which contain personal information and are organized or retrievable by an individual's name or other personal identifier. These include all the types of personal information that EPL records and maintains regarding employees, customers, vendors/contractors, volunteers and donors.

The information bank is structured to identify:

- 1) who is the main owner/custodian of the information (maintained by);
- 2) what information is kept (information maintained);
- 3) who has access to the information (accessed by); and
- 4) under what legal authority EPL asks for and retains this information (legal authority).

Inquiries regarding this information are referred to EPL's Chief Executive Officer (CEO).

CHIEF EXECUTIVE OFFICER (CEO)

Library Board Member Roster

Maintained By:	CEO's Office, available on EPL Web site
Information Maintained:	Name, photo, length of term, Board email address
Accessed By:	Employees, Board Members, members of the public
Legal Authority:	Libraries Act 40 (a); Libraries Regulations 7(1); FOIP 33(c)
Used for:	Inform the public; enable members of the public to contact the Board

Freedom of Information and Protection of Privacy Act Requests

Maintained By:	CEO's Office
Information Maintained:	Name of the person making the request, address, telephone number, description of information requested, correspondence and copies of requested records
Accessed By:	Individuals submitting requests under the Act, FOIP Coordinator
Legal Authority:	FOIP 6
Used for:	Respond to, process and maintain requests; compile statistics

Customers Whose Library Privileges Have Been Revoked System-Wide (Bannings)

Maintained By: CEO's Office
Information Maintained: Paper and StaffWeb records include correspondence to notify customer and may include name, mailing address, library card number, date of birth, previous incidents involving the customer, physical description, photograph, witness information, location, date, time and details of incident and action taken, date privileges revoked and expiry date of banning
Accessed By: EPL staff; CEO's Office; FAO, contracted Security service provider; individuals whose use of library computer stations, services and/or facilities has been revoked
Legal Authority: Libraries Act 41(1), Libraries Regulations 7(2), FOIP 33(c)
Used for: Track the term of current bannings and recurring incidents, as well as compile statistics

MARKETING AND FUND DEVELOPMENT DIVISION (MFD)

Donor Files & Gift History

Maintained By: MFD using Donor Perfect
Information Maintained: Name, contact information and correspondence related to the donation, details of donation history
Accessed By: MFD staff, donors may access their own information, AS, CEO's Office. Limited access provided to EPL Board to recognize recent donations
Legal Authority: Libraries Regulations 7(2)(b), FOIP 33(c); 40(1)
Used for: Maintain a donor database; generate receipts for tax purposes; generate financial reports as well as other reports to gauge campaign activities; donor appreciation and recognition activities

Customer Newsletters

Maintained By: MFD and Industry Mailout
Information Maintained: Subscriber name, email address, gender, birthdate, library card number
Accessed By: MFD, Industry Mailout
Legal Authority: Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Distribute issues of various EPL customer newsletters

FINANCIAL SERVICES DIVISION (FSD)

Accounting Section (AS); Purchasing Section (PS)

Accounts Payable

Maintained By: AS and City of Edmonton Finance (SAP)
Information Maintained: Vendor, contractor or service provider name, business address, telephone numbers, email address, financial information including purchase order and amount owing/paid.
Accessed By: AS; PS; vendors or others who are under contract or agreement to provide products or services to EPL
Legal Authority: Libraries Act 42, FOIP 33(c)
Used for: Managing payments upon delivery of products or services

Expense Claims (Employee)

Maintained By: AS
Information Maintained: Information relating to EPL reimbursements to employees such as travel expenses, parking, mileage, etc. including employee name, employee number, EPL division/service point, amount owing/paid.
Accessed By: AS, employees and designated managers
Legal Authority: Libraries Act 42, Libraries Regulations 7(c), FOIP 33(c)
Used for: Processing claim payments

Accounts Receivable

Maintained By: AS and City of Edmonton Finance (SAP)
Information Maintained: Name, contact information, financial information, amount outstanding.
Accessed By: AS; Individuals owing money to EPL
Legal Authority: Libraries Act 42, FOIP 33(c)
Used for: Collect accounts and administer overdue accounts.

COLLECTIONS MANAGEMENT & ACCESS (CMA)

Bankruptcy Records

Maintained By: CMA
Information Maintained: Name, contact information, notification of bankruptcy and Claims Account summary
Accessed By: Associate Manager Circulation & Materials Delivery, individuals or their representatives who owe money to EPL and have claimed bankruptcy
Legal Authority: Libraries Act 42, FOIP 33(c)
Used for: Waive fines and cost of lost items

Customer Collection Accounts

Maintained By: CMA
Information Maintained: Name, mailing and email addresses, telephone number, birth date, amount owed, outstanding library material, due date, pertinent bibliographic information, records of claim search, and payment records
Accessed By: AS; Associate Manager, Circulation & Materials Delivery; individuals owing money to EPL for overdue library materials; United Management Systems (UMS).
Legal Authority: Libraries Act 42, FOIP 33(c)
Used for: Collect long-outstanding accounts and recover long-overdue materials

GENERAL

Stakeholder and Contact Lists

Maintained By: Various EPL divisions and service points
Information Maintained: Name, mailing and email addresses, telephone numbers of various media contacts, government personnel, association members, community contacts, individuals receiving correspondence
Accessed By: EPL employees
Legal Authority: Libraries Regulations 7 (1); FOIP 33(c)
Used for: Make contact as required by phone, mail or email

Employee Schedules

Maintained By: Various service points/divisions within EPL
Information Maintained: Work unit employee's name, assigned schedule
Accessed By: EPL employees
Legal Authority: Libraries Act 40 (a), FOIP 33 (c)

Used for:

Manage service provision and workflow and within service points/divisions

HUMAN RESOURCE SERVICES DIVISION (HRS)

Employee Files

Maintained By: HRS

Information Maintained: Name, birth date, gender, social insurance number, home/work addresses, phone/fax numbers, resume, employment application, education, employment history, performance appraisals, employee number, job classification, discipline, grievances/appeal records, salary, seniority date, attendance records, staff development; marital status; emergency contact information; association memberships; other data related to employment; copies of driver's license, passport and police security clearance as relevant to EPL
Accessed By: HRS, designated EPL Managers and employees. Files are partitioned limiting access to only those staff who work with specific types of information.

Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Manage recruitment and selection; document work history and employment

Retired or Terminated Employee Files

Maintained By: HRS

Information Maintained: Name, birth date, gender, social insurance number, home address, phone/fax numbers, resume, employment application, education, employment history, performance appraisals, employee number, job classification, discipline, grievances/appeal records, salary, seniority date, attendance records, staff development; association memberships; other data related to employment; specific pension plan and beneficiaries information; life insurance claims for eligible employees; and Record of employment documenting employment insurance eligible earnings, deductions upon termination as relevant
Accessed By: HRS, designated Managers

Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Primarily to document and address an employee's retirement and pension issues; occasional use for recognition of past service, employment inquiries.

Work Experience Education Program

Maintained By: HRS

Information Maintained: May include name, contact information, application form, school, grade, age, resume, hours/length of placement, location.

Accessed By: EPL Managers, students, HRS, CSU52

Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)

Used for: Inform CSU52 of work experience placements and seek mutual agreement of CSU 52 for work experience placements when numbers exceed terms of collective agreement

Payroll and Benefits Records

Maintained By: HRS using City of Edmonton PeopleSoft Database
Information Maintained: Name, employee number, salary, income tax information, source deductions, pension deductions, benefits entitlement forms, salary history, direct deposit form, bank account number, union/association dues, beneficiaries and dependant information, bankruptcy or garnishee information, insurance plans, disability programs. Includes time entry reporting records
Accessed By: HRS, individual EPL employees
Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Pay employees, manage benefits and maintain a historical record for audit purposes; document/verify employee time entry information

Employee Medical Files

Maintained By: HRS
Information Maintained: Name, address, phone number, email address, birth date, gender, medical information, including treatment plans and reports.
Accessed By: Workplace Health Consultant, individual employees. Employee files are partitioned limiting access to those staff who work with specific types of information.
Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Manage benefits and medical leaves; manage those who are off work due to illness or injury and who may require a return to work program

Employee Relations and Dispute Files

Maintained By: HRS
Information Maintained: Employee name, employee number. May include copies of disciplinary action, research, background information, notes from fact-finding or investigations, correspondence between employer, employee and CSU52.
Accessed By: HRS, specific information may be accessed by Executive or Library Services Directors
Legal Authority: Libraries Act 40(a), Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: For specific employee relations situations to document disputes related to discipline, suspension or dismissal of an employee or any other dispute involving an individual and the employer.

Employee List and Directories (StaffWeb, Telephone)

Maintained by: HRS, Webservices, CEO's Office
Information Maintained: Name, office telephone and fax numbers, office name and address, email address and position title
Accessed By: EPL employees, 3rd party vendor for staffweb
Legal Authority: Libraries Regulations 7(2) (a), FOIP 33(c)
Used for: Direct calls, visitors and mail to appropriate staff; identify work locations of staff; sort lists by certain criteria for the purposes of completing surveys or answering questions, accessing staffweb

FACILITIES AND OPERATIONS DIVISION (FAO)

Key Record System

Maintained By: FAO
Information Maintained: Employee name, service point/division and specific keys issued to this individual
Accessed By: FAO
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(12)(g), FOIP 33 (c)
Used for: Manage security of access to EPL offices, buildings and other spaces

INFORMATION TECHNOLOGY SERVICES (ITS)

Active Directory

Maintained By: ITS
Information Maintained: Employee name, work email address and service point, work telephone number
Accessed By: ITS, Public Services Staff
Legal Authority: Libraries Act (40) (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: Used to manage network logins and outlook/exchange information. This single central source is used for both purposes.

Library Online (Web Station Booking/Print Management Software)

Maintained By: ITS
Information Maintained: Customer name, library card number, PIN, birth date, station used, date/time of use, location used, length of session.
Accessed By: ITS, Public Services service point/division staff
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: Used by customers for internet booking and print management.

Used by EPL for usage reports (do not identify the customer) and other reports used to manage resources; Follow up when policy violations occur.

Help Desk Database (Heat Software)

Maintained By: ITS
Information Maintained: Employee name, work email address, issue to be resolved
Accessed By: ITS
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: To manage troubleshooting for EPL hardware, software, network and Integrated Library System

SIRSI Symphony Server Logs

Maintained By: Various Public Services service points
Information Maintained: Customer name, address, birthdate
Accessed By: Designated ITS staff
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: To manage troubleshooting for EPL hardware, software, network, and Integrated Library System

PUBLIC SERVICES DEPARTMENT (PSD)

Customer Correspondence/Complaints

Maintained By: Various Public Services service points
Information Maintained: Name, contact information and correspondence.
Accessed By: EPL staff; individuals who sent correspondence/complaints.
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: internal use only as historical background regarding issues arising.

Customer Feedback

Maintained By: eServices and various PSD service points
Information Maintained: May include name, comment/complaint/suggest for purchase, library card number, e-mail address.
Accessed By: EPL Staff, EPL members who sent correspondence/complaints.
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: Responding to customer comments, reference questions, complaints and suggestions

Interlibrary Loans

Maintained By: Interlibrary Loan Office, Chinook Arch Library System
Information Maintained: Name, email address, pick-up location
Accessed By: EPL's Interlibrary loans service staff
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(2)(c), FOIP 33 (c)
Used for: processing interlibrary loan requests from EPL customers

Incident Reports

Maintained By: Various PSD service points
Information Maintained: May include name, library membership number, home or work phone of employees and customers
Accessed By: PSD Managers; FAO; Planning, Assessment & Research
Legal Authority: Libraries Act 41(1), Libraries Regulations 7(2), FOIP 33(c)
Used for: Track incidents, compile statistics

Library Access Service (LAS) Volunteer Records

Maintained By: Select PSD employees
Information Maintained: May include volunteer name, home or work address, home or work phone, email address, police security clearance report
Accessed by: Select PSD employees
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(c), FOIP 33 (c)
Used for: Contact volunteers for pickup or delivery of materials to customers

Registered Borrower Records

Maintained By: Various PSD service points
Information Maintained: Name, address, email address, phone number, library card number, guarantor/guardian information where applicable, date of birth, items charged out, holds, membership expiry date, current/historical fines & fees, customer type, last use, number of uses, library branch where registered
Accessed By: PSD employees, AS, ITS, individual members
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: Allow customers to borrow material; manage member accounts; notify customers by mail or telephone about hold and overdue items; allow collection of outstanding fees and charges

Facility Bookings Information

Maintained By: Various PSD service points using Evanced
Information Maintained: May include name of group or organization, contact name, address, phone, email address, financial information (invoice, payment, receipt), date of booking, library card number. Internal bookings include employee's name and email address
Accessed By: Various Service points, AS, those booking EPL spaces
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(2)(g), FOIP 33 (c)

Used for: Document and manage booking/rental of EPL meeting rooms, including Stanley A Milner Theatre, and related payment transactions

Personalized book lists

Maintained By: Webservices, Select PSD staff
Information Maintained: Name, email address, library card number, reading/listening/viewing/playing interests.
Accessed By: Webservices, Select PSD staff, customers may access their own information
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7 (1)(a), FOIP 33(c)
Used for: Allows customers to request personalized lists of library material.

Bibliocommons Account Records

Maintained By: Bibliocommons
Information Maintained: Name, month of birth, year of birth, email address, library card number and membership expiry date, items charged out, current holds, cancelled and expired holds (six months only), borrowing history (six months only and is user opt-in model), preferred hold pickup location, Bibliocommons username, customer generated lists, comments and ratings
Accessed By: Bibliocommons
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7 (1)(a), FOIP 33(c)
Used for: Allows customers to place holds, renew materials, pay fines, renew memberships and participate in online services

Volunteer Applications/Files

Maintained By: Volunteer Coordinator using Better Impact
Information Maintained: Name, home address, phone number, email address, volunteer application form, recruitment and selection results, birth date, gender, emergency contact, reference information, type of work performed
Accessed By: Volunteer Coordinator, select PSD staff, individual volunteers may access their own information
Legal Authority: Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Select, screen and manage volunteers; statistics on number of volunteers; scheduling; recognition; contact individuals regarding volunteer activities