

Edmonton Public Library

Personal Information Banks

In accordance with the Freedom of Information and Protection of Privacy Act the Edmonton Public Library has compiled a list of *personal information banks*. They are electronic and paper records. Any personal information that the Edmonton Public Library records and maintains on staff, customers, volunteers and donors must be identified.

The information is structured to: 1) identify 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 under what legal authority does the Library ask for and retain this information (legal authority).

If you get a request asking for any of this information please refer the caller to Edmonton Public Library's FOIP Coordinator Joanne Griener.

Definition:

Contact Information includes any or all of the following: telephone, cellular, pager, fax numbers; business, home or emergency contact addresses

ADMINISTRATION DEPARTMENT

Library Board Member Roster

Maintained By:	Director's Office
Information Maintained:	Name, contact information, length of term.
Accessed By:	Library Staff, All Board Members, members of the public
Legal Authority:	Alberta Libraries Act 40(1)(ii), FOIP 32(c)
Used for:	Contacting Board Members

GENERAL

Work Experience Placements

Maintained By:	Library Departments/Divisions/Service Points
Information Maintained:	Name, contact information, application form, resume, length of placement, location.
Accessed By:	Library Managers, Applicants.
Legal Authority:	Libraries Regulations 7 (2)(a), FOIP 32 (c), 33 (1)(j)
Used for:	Seeking mutual agreement of CSU 52 for work experience placements.

Internal and External Contact Lists

Maintained By: Library Departments/Divisions/Service Points
Information Maintained: Name, contact information.
Accessed By: Library Staff, Media, members of associations, government personnel, individuals receiving correspondence.
Legal Authority: FOIP 32(c)
Used for: Reference guide for contacting customers by phone, mail, email, etc.

COMMUNITY RELATIONS & CORPORATE DEVELOPMENT DEPARTMENT

Donor Files & Gift History

Maintained By: Community Relations & Corporate Development Department/Raiser's Edge Constituent Management Module
Information Maintained: Name, contact information and correspondence related to the donation.
Accessed By: Community Relations & Corporate Development, Individuals who have made donations to the Library.
Legal Authority: Libraries Regulations 7(2)(b), FOIP 32(c), 33(1)(b.4)
Used for: Maintaining a donor database; generating receipts for tax purposes; generating financial reports as well as various other comprehensive reports used to gauge campaign activities; recognition and honours/rewards

Donors Potential

Maintained By: Community Relations & Corporate Development Department
Information Maintained: Name, contact information and related correspondence.
Accessed By: Community Relations & Corporate Development, Individuals who may make donations to the Library.
Legal Authority: Libraries Regulations 7(2)(b), FOIP 32(c), 33(1)(b.4). Information is directly collected from the individual.
Used for: Fundraising purposes.

Volunteer Applications/Files

Maintained By: Community Relations & Corporate Development Department/Raiser's Edge Constituent Management Module
Information Maintained: Name, contact information, volunteer application form, screening, evaluation and selection results, birth date, gender, social insurance number, parental consent form, police security clearance form.
Accessed By: Community Relations & Corporate Development, Library Volunteers
Legal Authority: Libraries Regulations 7(2)(a), FOIP 32(c), 33(1)(j)
Used for: Selection and screening of volunteers; statistics on number of volunteers, type of work performed, scheduling, recognition and honour awards and contact information

MANAGEMENT SERVICES DEPARTMENT

Accounts Payable

Maintained By: Finance Division/City of Edmonton Finance (SAP)
Information Maintained: Name, contact information, financial information including purchase order and amount owing/paid. Employee expense claims.
Accessed By: Finance, Acquisitions, Purchasing, Vendors, Plant & Transportation (Manager and Secretary)
Legal Authority: Alberta Libraries Act 45, FOIP 32(c), 33(1)(d)
Used for: Vendor and claim payments.

Accounts Receivable

Maintained By: Finance Division/City of Edmonton Finance (SAP)
Information Maintained: Name, contact information, financial information, amount outstanding.
Accessed By: Finance, Purchasing, Individuals owing money to the Library.
Legal Authority: Alberta Libraries Act 45, FOIP 32(c), 33(1)(d)
Used for: Collecting accounts and administering overdue accounts.

Bankruptcy Records

Maintained By: Finance Division
Information Maintained: Name, contact information, notification of bankruptcy and Claims Account Summary.
Accessed By: Finance, Individuals owing money to the Library that have claimed bankruptcy.
Legal Authority: Alberta Libraries Act 45, FOIP 33(1)(d), Edmonton Public Library Board Use of the Library Bylaw under the Libraries Act 45(1), FOIP 32(c)
Used for: Waiving fines and cost of lost items.

Customer Collection Accounts

Maintained By: Finance Division
Information Maintained: Name, contact information, amount owed, outstanding library material, due date, pertinent bibliographic information, records of claim search, and payment records.
Accessed By: Finance, Individuals owing money to the Library for overdue library materials.
Legal Authority: Alberta Libraries Act 45, FOIP 33(1)(d), Edmonton Public Library Board Use of the Library Bylaw under the Libraries Act 45(1), FOIP 32(c)
Used for: Collection of long overdue accounts.

Employee Files

Maintained By: Human Resource Services Division
Information Maintained: Name, contact information, birth date, gender, social insurance number, resume, application for employment form, education, employment history, annual appraisal dates, job classification, discipline, salary, seniority date, performance evaluations, attendance records, staff development and training records, sick leave records, and other personal data.
Accessed By: Human Resource Services, designated Managers, Library Staff
Legal Authority: Libraries Regulations 7(2)(a), FOIP 32(c), 33(1)(j)
Used for: Maintenance of complete employment history from initial application through to resignations/terminations.

Exchange User Accounts

Maintained By: Information Technology Services Division
Information Maintained: Name, contact information.
Accessed By: Information Technology, Library Staff
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7(1)(a), FOIP 32 (c)
Used for: Global access list for internal use.

Incident Reports

Maintained By: Public Services Department, Plant & Transportation Division
Information Maintained: Name, contact information, library card number where applicable, previous incidents involving the customer, description of clothing, jewelry, accessories, physical description, identifying characteristics, witness information, location, date, time and details of incident and action taken, police report.
Accessed By: Public Services, Plant & Transportation (Manager and Secretary, Director's Office)
Legal Authority: Alberta Libraries Act (40) 1, Edmonton Public Library Policy C-8; FOIP 32(c), 33(1)(c)
Used for: Statistical reporting; banning letters; historical background (internal only)

Job Applications

Maintained By: Human Resource Services Division
Information Maintained: Name, contact information, employment application form and resume.
Accessed By: Human Resource Services, designated Managers and applicants.
Legal Authority: Libraries Regulations 7(2)(a), FOIP 32(c), 33(1)(j)
Used for: Recruitment and selection purposes.

Library Online (Web Station Booking/Print Management Software)

Maintained By: Information Technology Services Division
Information Maintained: Name, library card number, PIN number, birthdate, station used, date/time of use, location used, length of session.
Accessed By: Information Technology Services, Library Staff
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7(1)(a), FOIP 32 (c)
Used for: Used by customers for Internet booking and Print Management
Internal - statistical reports which do not identify the customer and other reports used for managing resources.

Network User Accounts Database

Maintained By: Information Technology Services Division
Information Maintained: Name, contact information, location.
Accessed By: Information Technology Services, Library Staff
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7(1)(a), FOIP 32 (c)
Used for: Staff information - allowing sign-on of Web station access accounts.

Payroll

Maintained By: Human Resource Services Division and City of Edmonton ECIS Database
Information Maintained: Name, employee number, salary, income tax information, source deductions, pension deductions, salary history, bank account number, union/association dues, dependent information, bankruptcy or garnishee information.
Accessed By: Human Resource Services, Library Staff
Legal Authority: Libraries Regulations 7(2)(a), FOIP 32(c), 33(1)(j)
Used for: Paying employees and maintaining a historical record for audit purposes.

Staff Lists

Maintained By: Human Resource Services Division
Information Maintained: Name, contact information, job title, employment location.
Accessed By: Human Resource Services, Library Staff
Legal Authority: Libraries Regulations 7(2)(a), FOIP 32(c), 33(1)(j)
Used for: Recording work locations of staff, sorting lists by certain criterion for the purposes of completing surveys or answering questions. Only general information released to the Public.

PUBLIC SERVICES DEPARTMENT

Customer Correspondence/Complaints

Maintained By: Public Services Department
Information Maintained: Name, contact information and correspondence.
Accessed By: Library Staff, individuals who sent correspondence/complaints.
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7(1)(a), FOIP 32 (c)
Used for: Internal only - historical background.

Customer Feedback

Maintained By: Virtual Services Division, Service Points
Information Maintained: Name, comments, library card number, e-mail address.
Accessed By: Library Staff, Library Members who sent correspondence/complaints.
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7(1)(a), FOIP 32 (c)
Used for: Internal only - historical background.

Customers Whose Library Privileges Have Been Revoked System-Wide

Maintained By: Director's Office
Information Maintained: Name, contact information, library card number, previous incidents involving the customer, description of clothing, jewelry, accessories, physical description, identifying characteristics, witness information, location, date, time and details of incident and action taken, date privileges revoked if applicable.
Accessed By: Public Services, Administration, Individuals whose use of library Internet stations, services and/or facilities have been revoked.
Legal Authority: Alberta Libraries Act (40) 1, Edmonton Public Library Policy C-8; FOIP 32(c), 33(1)(c)
Used for: Internal only - historical information.

Registered Borrower Records

Maintained By: Public Services Department
Information Maintained: Name, contact information, library card number, general (optional), guardian information where applicable, items out, holds, membership expiry date, current/historical fines & fees, customer type, last use, number of uses, registering library, mail or telephone for hold and overdue notices.
Accessed By: Public Services, Finance, Information Technology Services, Library Members.
Legal Authority: Alberta Libraries Act (40) 1, Libraries Regulations 7 (1)(a), FOIP 32(c)
Used for: Investigation into customer accounts in order to respond to customer inquiry and correspondence. Public Service - management of accounts; Finance - collection.