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 identifies:

1) who is the main owner/custodian of the information (maintained by);
2) the location of the information bank;
3) the category of individuals whose personal information is included;
4) what information is kept (information maintained); and,
5) 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
Location:	Available on EPL Web site (name, photograph and biography) and Executive Assistant Shared Drive (contact information)
Category of individuals:	Current and past board members Information Maintained: Name, photo, length of term, address, email, phone number, Legal Authority: Libraries Act 40 (a); Libraries Regulations 7(1); FOIP 33(c) Used for: To enable the ability to contact board members for Board and/or Library business; to provide name and contact details in the annual report required by Public Libraries Services Branch.

Freedom of Information and Protection of Privacy Act Requests

Maintained By:	CEO's Office
Location:	Vault
Category of individuals:	Individuals who have submitted FOIP requests to the library.
Information Maintained:	Name of the person submitting the request, address, telephone number, email address, copy of identification of required, request submitted, correspondence and copies of requested records found

and provided to requestor.

Legal Authority: FOIP 6
Used for: To respond to FOIP requests; maintaining a record of responses received; to compile statistics required by The Service Alberta and Red Tape Reduction Office and to the Office of the Privacy Commissioner in the case of a review.

Customers Whose Library Privileges Have Been Revoked System-Wide (Suspensions)

Maintained By: Public Services Administrative Assistant Office
Location: Suspensions channel on EPL staff intranet
Category of individuals: Currently suspended customers
Information Maintained: Name, Subject ID, incident type, suspension length
Legal Authority: Libraries Act 41(1), Libraries Regulations 7(2), FOIP 33(c)
Used for: Communicating suspended customers to library staff and tracking suspensions, as well as compiling statistics. Specific details included in PITS database.

MARKETING AND FUND DEVELOPMENT DIVISION (FD)

Donor Files & Gift History

Maintained By: Marketing and Fund Development staff
Location: Donor Database
Category of individuals: Current and past donors
Information Maintained: Name, contact information and correspondence related to the donation, details of donation history.
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: Marketing and Fund Development staff and
Location: Newsletter software service provider (Bibliocommons)
Category of individuals: Current newsletter subscribers
Information Maintained: Subscriber name, email address, subscription preferences
Legal Authority: Libraries Regulations 7(2)(a), FOIP 33(c)
Used for: Distribute issues of various EPL customer newsletters

FINANCIAL SERVICES DIVISION (FIN)

Accounts Payable (including Employee Expense Claims)

Maintained By:	Accounting Section Staff and City of Edmonton Financial Services and Open City and Technology (SAP),
Location:	SAP and Finance department's files
Category of individuals:	Individuals and businesses owed money by the library
Information Maintained:	Vendor, contractor, service provider and/or employee name, business address, telephone numbers, email address, employee payroll number, bank account information, financial information including purchase order and amount owing/paid.
Legal Authority:	Libraries Act 42, FOIP 33(c)
Used for:	Managing payments upon delivery of products or services

Cashiering system (iNovah)

Maintained By:	EPL Accounting Staff and City of Edmonton Financial Services and Open City and Technology (SAP),
Location:	City of Edmonton Cashiering system (iNovah)
Category of individuals:	Customers who made past in-person fine payments to the library
Information Maintained:	Customer name, library membership number, past bill payment amounts
Legal Authority:	Libraries Act 42, FOIP 33 (c)
Used for:	Managing payments of fees; Receiving payment for lost charges or program cost recovery.

Accounts Receivable

Maintained By:	EPL Accounting Staff and City of Edmonton Finance (SAP)
Category of individuals:	Individuals owing money to the Library
Location:	SAP
Information Maintained:	Name, contact information, financial information, amount outstanding.
Legal Authority:	Libraries Act 42, FOIP 33(c)
Used for:	Collect accounts and administer overdue accounts ; Receiving payment for lost charges or program cost recovery

COLLECTIONS MANAGEMENT & ACCESS (CMA)

Bankruptcy Records

Maintained By:	Collections Management and Access Division Staff
Location:	Collections Management and Access Division
Category of individuals:	Customers with outstanding fees who have notified the library of a bankruptcy proceeding
Information Maintained:	Name, contact information, notification of bankruptcy and Claims

	Account summary
Legal Authority:	Libraries Act 42, FOIP 33(c) Used for: Administration of fee removal and borrower record maintenance

Customer Collection Accounts (UMS)

Maintained By: Collections Management and Access Division Staff, Unique Management Services
Location: UMS software

Category of individuals: Customers who have outstanding fees above $40 for more than 60 days
Information Maintained: Name, mailing and email addresses, telephone number, birth date, amount owed, library membership number, and payment records
Legal Authority: Libraries Act 42, FOIP 33(c)
Used for: Collect long-outstanding accounts and recover long-overdue materials

Interlibrary Loans (RELAIS)

Maintained By: Collections Management and Access Division staff
Category of individuals: Customers requesting interlibrary loans
Information Maintained: Name, email address, pick-up location, library membership number
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(2)(c), FOIP 33 (c)
Used for: processing interlibrary loan requests from EPL customers

GENERAL

Stakeholder and Contact Lists

Maintained By: Various EPL divisions and service points
Location: Marketing; EPL branches; CEO's office
Information Maintained: Name, mailing and email addresses, telephone numbers of various media contacts, government personnel, association members, community contacts, individuals receiving correspondence
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 within EPL
Location: Dayforce

Category of individuals: Employees whose time is scheduled using
                           Dayforce
Information Maintained: Work unit employee's name, assigned schedule
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: Human Resources Division Staff
Location: Peoplesoft and paper files stored in Human Resources
Category of individuals: Current and past employees
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;
                           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
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

Payroll and Benefits Records

Maintained By: Human Resources Division Staff
Location: City of Edmonton PeopleSoft Database
Category of individuals: Current and past employees
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 dependent(s),
                           information, bankruptcy or garnishee information, insurance plans,
                           disability programs. Includes time entry reporting records
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: Human Resources Division Staff
Location: Disability consultant's files and email - Cority
Category of individuals: Employees / past employees??
Information Maintained: Name, address, phone number, email address, birth date, gender, medical information, including treatment plans and reports.
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: Human Resources Division Staff
Location: Human Resources Division staff files
Category of individuals: Current and past employees involved in labour relations issues and disputes
Information Maintained: Employee name, employee number. May include copies of disciplinary action, research, background information, notes from fact-finding or investigations, grievance documentation and resolutions, correspondence between employer, employee and CSU52.
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.

FACILITIES DIVISION (FAC)

Security Access Control Systems

Maintained By: Facilities Division Staff
Location: Access control software
Category of individuals: Employees, contractors, and volunteers issued fobs
Information Maintained: Employee name, service point and specific keys issued to this individual

Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(12(g), FOIP 33 (c)
Used for: record of employees' security access to EPL offices, buildings and other spaces

Facility work order management system (FacilityDude)

Maintained By: Facilities Division Staff
Location: Facility management software (FacilityDude)

Category of individuals: Employees reporting facility concerns
Information Maintained: Employee name, service point, phone number
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: Information Technology Services Staff
Location: Active Directory
Information Maintained: Employee name, work email address and service point, work telephone number

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 is the central source for information displayed on StaffWeb, Outlook, and Teams.

Internally developed apps

Maintained By: Information Technology Services Staff
Location: SQL database in EPL's data center
Category of individuals: Employees, customers who make service requests (equipment bookings, waive fees, tours etc.)
Information Maintained: Employee name, employee address, work email address, work phone number, banking information, expense claim details including travel information, customer name, customer borrower ID, customer phone number, customer email
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: To manage business workflow for requests related to HR, Finance, and internal resources (i.e. Flannel Boards, puppets, etc), details about customer waive fee requests, and Makerspace booking requests

MyPC (Web Station Booking/Print Management Software)

Maintained By: Information Technology Services Staff
Location: MyPC software
Category of individuals: Customers who login to public computers and web printing
Information Maintained: Customer name, library card number, station used, date/time of use, location used, length of session.
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: Used by customers for public computer use and print

management.

Used by EPL for usage reports and other reports used to manage resources; Follow up when policy violations occur.

Help Desk Database (Sysaidit Software)

Maintained By: Information Technology Services Staff
Location: IT ticketing software (Sysaidit)
Category of individuals: Employees who report technology issues that need to be resolved
Information Maintained: Employee name, work email address, issue to be resolved
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 and track statistics

SIRSI Symphony Server Logs

Maintained By: Information Technology Services Staff
Location: Sirsi datacenter
Category of individuals: Customers who use their membership card to access services
Maintained: Customer name, library membership number, address, birthdate, transaction activity
Services Staff
Legal Authority: Alberta Libraries Act (40) (a), Libraries Regulations 7(1)(a), FOIP 33 (c)
Used for: To manage troubleshooting for EPL's Integrated Library System

BRANCH SERVICES

Customer Feedback

Maintained By: Branch Services Staff
Location: Customer Relationship Management software (LibAnswers_)
Information Maintained: May include customer name, comment/complaint/question, library card number, e-mail address, phone number.
Category of individual: Customers who contact the library with questions, comments, and/or concerns
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; tracking customer feedback.

Incident Reports

Maintained By: Branch Services Staff
Location: PITS software
Category of individuals: Customers involved in incidents as subject or witness
Information Maintained: May include name, library membership number, home or work phone of employees and customers, physical description, photograph(s).
Legal Authority: Libraries Act 41(1), Libraries Regulations 7(2), FOIP 33(c)
Used for: Track incidents, compile statistics

Registered Borrower Records

Maintained By: Collection Management and IT Services Staff
Location: Integrated Library System software database (Montreal data center)
Category of individuals: Current and past library customers
Information Maintained: Name, address, email address, phone number, library card number, guarantor/guardian information where applicable, date of birth, items checked out, holds, membership expiry date, current/historical fines & fees, customer type, last use, number of uses, library branch where registered
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

Room Bookings Information

Maintained By: Service Point Workflows Team
Location: LibCal software
Category of individuals: Customers who have booked rooms for rent
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
Legal Authority: Libraries Act 40 (a), Libraries Regulations 7(2)(g), FOIP 33 (c)
Used for: Document manage and track booking/rental of EPL meeting rooms and event spaces and related payment transactions

Bibliocommons Account Records

Maintained By: Bibliocommons staff, Bibliocommoners Community of Practice
Location: Bibliocommons servers
Category of individual: Users who register a username with Bibliocommons
Information Maintained: Name, month of birth, year of birth, email address, library card number, 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

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

Location: Volunteer management software (Better Impact)

Category of individual: Current and past volunteers

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

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