Mission Statement
Freedom to Discover

Strategic Priorities
A Community Beacon   Relevant and Responsive
A Creative and Changing Organization

HAMILTON PUBLIC LIBRARY BOARD

Regular Board Meeting
Wednesday, May 15, 2013
Central Library, Board Room

5:30 p.m. Dinner
6:00 p.m. Meeting

AGENDA

1. **Discussion Period**

   1.1   Board resignation and appointments
   1.2   Rebecca Raven appointment CEO Brampton Public Library
   1.3   SOLS Report - WT

2. **Acceptance of the Agenda**

3. **Minutes of the Hamilton Public Library Board**   Attachment #3
   Meeting of Wednesday, April 17, 2013

4. **Presentations**

5. **Consent Items**

6. **Business Arising**

7. **Correspondence**

8. **Reports**

   8.1   Chief Librarians Report   Attachment #8.1
                                                 Suggested Action: Receive

9. New Business

9.1 Counting Opinions - LB   Attachment #9.1
Suggested Action: Recommendation

9.2 Server Infrastructure Renewal – LB   Attachment #9.2
Suggested Action: Recommendation

9.3 Local History & Archives Revenue   Attachment #9.3
Generation -RR   **Suggested Action: Recommendation**

9.4 Access by Design/Privacy by Design   Attachment #9.4
Policy – PT/LB   **Suggested Action: Receive**

10. Private and Confidential

10.1 Labour Relations Update

11. Date of Next Meeting

Wednesday, June 19, 2013
Central Library, Board Room, 5th Floor
5:00 p.m. Meeting
7:00 p.m. Dinner, Annual Chairmen's Dinner

12. Adjournment

Mission Statement
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HAMILTON PUBLIC LIBRARY BOARD
Regular Board Meeting
Wednesday, April 17, 2013
Central Library, Board Room
5:30 p.m. Dinner
6:00 p.m. Meeting

MINUTES

PRESENT: Jennifer Gautrey, David Simpson, Nicolas van Velzen,
Suzan Fawcett, Wenda Tulloch, Richard Bagdonas,
Kathy Baker, Councillor Jackson, George Geczy,

REGRETS: Councillor Pearson

STAFF: Paul Takala, Lisa DuPelle, Robin Hewitt, Rebecca Raven,
Lita Barrie, Michael Ciccone, Karen Anderson, Karen Hartog

Ms Gautrey called the meeting to order at 6:00 p.m.

1.   **Discussion Period**

1.1   Heritage Green Fund

Ms Anderson reported that a meeting with the Heritage Society
regarding a renovation to Valley Park with landfill profits that are
put back into the community.

1.2   eCommerce

April 3rd smart pay was launched enabling customers to pay for fines, copies, etc via this on-line service. To date, 160 transactions have been completed since the soft-launch. The Library will be looking a preloading functionality as a future service.

1.3   Jian Ghomeshi

It was reported that Ms Gautrey and Mr. van Velzen attended the recent event which was very well attended.

1.4   Waterdown Update

Ms Anderson provided an update on the Waterdown Branch construction project. The project should go into tender by the end of month.

2.   **Acceptance of the Agenda**

MOVED by Mr. van Velzen, seconded by Mr. Bagdonas,

THAT THE AGENDA BE ACCEPTED AS PRESENTED.

MOTION CARRIED.

3.   **Minutes of the Hamilton Public Library Board   Attachment #3
Meeting of Wednesday, March 20, 2013**

MOVED by Ms Fawcett, seconded by Mr. Simpson,

THAT THE MINUTES OF WEDNESDAY, MARCH 20, 2013 MEETING BE ADOPTED AS PRESENTED.

MOTION CARRIED.

4. Presentations

4.1 Attendance Management Plan

Ms DuPelle provided the background information regarding Hamilton Public Library's Attendance Management Plan and the statistics since the plan's implementation in 2010.

4.2 Strategic Plan Update

Mr. Takala provided an update on the strategic planning process and the facilitation process being conducted with staff.

4.3 Library Spaces

Mr. Takala reported on the changes in collections and the effects the digital collections are having on space and the opportunities being made available for libraries.

5. Consent Items

There were no consent items.

6. Business Arising

There were no business arising items.

7. Correspondence

There was no correspondence.

8. Reports

8.1 Chief Librarians Report

MOVED by Ms Fawcett, seconded by Ms Tulloch,

THAT THE CHIEF LIBRARIANS REPORT BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

9.   New Business

9.1   2012 Year End Budget Variance Report

MOVED by Mr. van Velzen, seconded by Mr. Geczy,

THAT THE HAMILTON PUBLIC LIBRARY'S UNAUDITED BUDGET VARIANCE REPORT AS AT DECEMBER 31, 2012 BE RECEIVED FOR INFORMATION.

MOTION CARRIED.

10.   Private and Confidential

11.   Date of Next Meeting

Wednesday, May 15, 2013
Central Library, Board Room, 5th Floor
5:30 p.m. Dinner
6:00 p.m. Meeting

12.   Adjournment

MOVED by Ms Fawcett, seconded by Ms Tulloch,

THAT THE HAMILTON PUBLIC LIBRARY BOAD MEETING OF WEDNESDAY, APRIL 17, 2013 BE ADJOURNED.

MOTION CARRIED.

The meeting was adjourned at 8:00 p.m.

Minutes recorded by Karen Hartog.

Chief Librarian's Report – May 2013

Congratulations to Justice Kathleen Baker

On April 30 we received the resignation of Board member Kathleen Baker. The reason for Kathleen's resignation is she has been appointed a Judge to the Ontario Court of Justice in Brantford. Kathleen has served on the Library Board since 2011 and will be missed by all. On behalf of the Hamilton Public Library I want to thank Kathleen for her distinguished service and wish her all the best in her new role. Here is a link the announcement of her appointment:
www.attorneygeneral.jus.gov.on.ca/english/news/2013/20130426-judges-nr-en.pdf

Appointment to the Library Board of Clare Wagner and Mary Ann Leach

City Council has appointed Clare Wagner and Mary Ann Leach to fill two vacancies on the Library Board. Clare Wagner is currently a Program Coordinator at Green Venture. Her passion for the environment and sustainable food systems has been demonstrated in her studies, work and volunteer experience. She will bring to the Library Board extensive experience in community engagement. We also welcome back to the Library Board, Mary Ann Leach. Mary Ann was an active Library Board member from 2007 until 2011. In addition to her in depth knowledge of the Hamilton Public Library, she brings extensive experience in financial management from her work at Stelco. Currently retired, Mary Ann has been involved in many community activities including Chair of the Ancaster Heritage Days Committee. Congratulations and welcome to Clare and Mary Ann and thank you the City Council Selection Committee Chaired by Councillor Johnson for their work.

Rebecca Raven Appointed Chief Librarian of the Hamilton Public Library

The Brampton Public Library Board has appointed Rebecca Raven Chief Executive Officer (CEO) of Brampton Library, effective June 3, 2013. While we congratulate Rebecca on her appointment, we will miss her and extend a special thank you for her service to our community. Her professional career at HPL began over 24 years ago. Starting as a Children's Librarian, she progressed into more senior management positions, including Branch Manager and most recently as the Director of Public Service. Rebecca has played a leadership role in the development of library services and programs

at HPL. In 2012 she co-established the Public Library Leadership Fellowship Program with the assistance of an Advisory Committee of public library CEO's, University of Toronto faculty and CULC executive. We wish her all the best as she takes on this new role in Brampton.

Waterdown Library
The tendering process for construction of the new Waterdown Library and Civic Complex is underway with bids closing on May 16. Subject to approvals by the City of Hamilton Procurement Section, construction will start early summer. The new complex will house the Library's Waterdown Branch, City of Hamilton Municipal Service Centre and Seniors Centre as well as Flamborough Archives, Flamborough Information and Community Services and Hamilton Police Services.

National Reading Campaign
This year the National Reading Campaign scheduled the National Book Count for the week Monday, April 29 to Sunday, May 5th. The campaign was established in 2008 to promote reading in Canada on a national level. Since 2011 the campaign has captured statistics from retail partners, publishers and CULC (Canadian Urban Library Council) members. I am pleased to report HPL contributed 6,230 ebooks loans and 50,447 print items to this year's count. See: www.nationalreadingcampaign.ca/

Toronto Public Library and Library Fines in the Toronto Star
On April 29 an article appeared in the Toronto Star about a decrease in the borrowing of children and teen books at TPL. Toronto's Chief Librarian, Jane Pyper, sees increases in library fines that were implemented in January 2012 as contributing to the decline. At TPL the current fine rates are 20 cents per day for children and teens and 40 cents for adults. By comparison HPL rates are 10 cents for children and 25 cents for adults and teens.   We have not increased our fines in recent years and recently reduced some of the standard charges we have for lost materials. While fines raise some revenue, the TPL experience suggests that increasing fines, especially for teen and children, could negatively impact reading in the community.   The May Library Board package includes a proposal for fees on high resolution copies of digital images. Staff plan to bring a report to the Library Board with a consolidated list of all fines and fees we charge for Board discussion and review.   See:

www.thestar.com/news/city_hall/2013/04/29/teens_and_children_borrowing_less_from_torontos_libraries.html

ECommerce Update
The Library launched online payment on April 3rd. During the first month of the service over 250 transactions occurred online through SmartPay for a total value of more than $2700. The majority of the transactions were fine payments, with a dozen or so customers using the online service to add money to their print cards. The service has been promoted online and in What's Happening. We are currently exploring adding the ability to donate to the Library through SmartPay.

Paul Takala
Chief Librarian

Hamilton
Public Library

To:	Chair and Members of the Board
CC:	Paul Takala, Chief Librarian
From:	Lita Barrie, Director, Digital Technology
Subject:	Counting Opinions
Date:	May 8, 2013

RECOMMENDATION:

That an amount not to exceed $50,000 from Library Reserves be allocated to cover the cost of a three year subscription to the Counting Opinions platform.

That the Hamilton Public Library Board identifies Counting Opinions as an authorized vendor to provide services to the Hamilton Public Library.

BACKGROUND

One of the Library's current strategic priorities is to ensure the Library is relevant and responsive. Key components of advancing this strategic priority are improving our capacity to gather feedback from the public and staff and evolving to a more automated means of analyzing the data collected. The Counting Opinions software platform includes the LibPass online survey tool and the LibStat data collection products. LibPass provides a robust online survey tool that will allow the Library to continuously collect feedback from the public and staff. The LibStat data collection tools and robust administration and reporting functions offered by the Counting Opinions products will allow us to strengthen our ability to respond to customer insight, make operational improvements and coordinate our advocacy efforts.

The Counting Opinions solution is based on the principles of continuous improvement. The tool will provide the Library with the ability to continuously monitor the impact of program changes and customer service improvements. This project will allow the Library to increase efficiency when replying to customer feedback and collecting system data. It will provide the functionality to be able to monitor and analyze data more effectively for trend analysis and long-term planning purposes. There is a cost savings for committing to a multi-year subscription.

WHY A DESIGNATED VENDOR

Counting Opinions is the leading provider of this type of software platform in the Library sector. In business since 2004, the Counting Opinions platform is currently utilized by a large number of public libraries, academic libraries and professional associations including the Canadian Urban Library Council. Using the Counting Opinions platform will not only allow HPL to collect and analysis data in more effective ways, it will also allow the Library to compare best practices between other participating Libraries.

Hamilton Public Library

DATE: May 10, 2013

REPORT TO: Chair and Members of the Board

C.C.: Paul Takala, Chief Librarian

FROM: Lita Barrie, Director, Digital Technology

SUBJECT: Server Infrastructure Renewal

RECOMMENDATION:

THAT THE LIBRARY BOARD APPROVE AN EXPENDITURE NOT TO EXCEED $350,000 (EXCLUDING TAXES) TO REPLACE THE LIBRARY'S SERVER INFRASTRUCTURE INCLUDING(STORAGE AREA NETWORK) SAN, VMWARE, BACKUP AND RELATED SERVICES.

THAT THE HAMILTON PUBLIC LIBRARY BOARD IDENTIFIES COMPUGEN AS AN AUTHORIZED VENDOR TO PROVIDE HARDWARE AND SERVICES TO THE HAMILTON PUBLIC LIBRARY.

BACKGROUND:

Library's current infrastructure was last upgraded in 2008 and is beyond its end of life. These components must be upgraded in advance of the migration to the new Library Integration System (ILS). Moving forward with the new server infrastructure, we will be able to improve the Library's back-up processes, improve energy efficiency, enable an effective off-site disaster recovery system and better leverage the core server environment for the new ILS.

The Hamilton Public Library infrastructure supports over 1000 end users terminal in both a public domain and a staff domain. We have almost 400 public thin clients providing internet access and software applications for our customers as well as almost 500 staff desktops and laptops. We need the back end infrastructure to be robust enough to support any future desktop or application virtualization as well as normal file storage. We currently have 16 standalone physical servers and 4 servers supporting 36 virtual servers. The new infrastructure will enable us to further reduce the number of physical servers we have.

In January, the Library Board approved the ILS migration program and we are currently in the midst of the migration process with a plan to move to

the new ILS in the fall of this year. In March, the Library issued a Request for Information to gather information about options for the replacement of the Library's SAN (Storage Area Network) Disk Backup and VMWare Environment. As part of the 2008 upgrade, the Library moved a server virtualization. This technology has continued to advance significantly in the last few years and now provides even better ways of deploying applications through blade server solutions:

Benefits of Server Renewal:
- We will continue to see reduced hardware costs and our Integrated Library System server (Virtua) is included in this consolidation.
- We will increase capacity to deploy and test new applications.
- We will see a modest reduction in power consumption and space requirements in the data centre.
- We will have far better disaster recovery with the ability to move all core applications to another virtual server in the case of hardware failure or to a remote data centre in case of a catastrophic disaster.

Compugen replied to the request for proposal with a very competitive and a comprehensive solution based on Hewlett Packard technology that will continue to leverage our VMware software environment with a robust storage and backup solution.

WHY A DESIGNATED VENDOR
On September 19, 2007 the Board passed the following motion:
That the standard for servers for the Hamilton Public Library be established as those servers manufactured by Dell and that the vendor of choice be Dell Canada, excepting those instances where a server is being purchased for a specific application and the application vendor has a different specification requirement for servers.

In 2011, the Government of Ontario entered into a three way partnership with Hewlett Packard and the national IT Company Compugen. Compugen is one of the largest IT companies in Canada and it has been in operation since 1981. The Province approved Compugen as a Vendor of Record(VoR). The agreement included provisions for the broader public sector, with the high volume discount broader public service partners can benefit from the 40-60% hardware discounts, ongoing auditing and monitoring of Compugen invoicing at a provincial level and a guarantee of pricing controls for associated services and new technology. The City of Hamilton and the Hamilton Police Service are both currently leverage the Province's VoR agreement with Compugen. There would be great benefits for the Library to also leverage this agreement from a financial standpoint as well as knowledge transfer standpoint with our continued close partnership with the City of Hamilton's Information Services.

Hamilton
Public Library

DATE: May 10, 2013

REPORT TO: Chair and Members of the Board

C.C.:   Paul Takala, Chief Librarian

FROM: Rebecca Raven, Director of Public Service

SUBJECT: Proposal for Revenue Generation, Local History and Archives

RECOMMENDATION:
THAT THE HAMILTON PUBLIC LIBRARY BOARD APPROVE THE ATTACHED FEE SCHEDULE AND USE GUIDELINES FOR THE REPRODUCTION OF IMAGES AND DOCUMENTS FOR PUBLIC USE FROM THE LOCAL HISTORY AND ARCHIVES DEPARTMENT.

BACKGROUND:

The Local History & Archives department has digitized over 11,000 archival images which are currently available online through the PreView image database. There are over 2.5 million photographs and negatives in our collection which have not yet been digitized.

The department regularly receives requests for digital copies of images not available on PreView, as well as, requests for higher resolution copies of images which are included in the PreView collection. There is currently no mechanism in place to facilitate cost recovery for the scanning and distribution of these images.

Revenue generation has been one of the long term goals of the Image Digitization Project. While lower resolution images are available freely to students and researchers, adopting this fee schedule will enable us to generate revenue by selling high resolution copies. A policy framework is already in place to support the introduction of an image reproduction fee schedule. The Hamilton Public Library Archives Policy Statement states that "the Archives retains the right to charge for any reproduction or other

research service. A schedule of fees will be made available to the general public on a regular basis." Once adopted, staff will implement the fee schedule for in-house payments and work on enabling online payments through SmartPay.

Attached is a table outlining image reproduction fees at other libraries and archive institutions for comparative purposes.

HPL Image Reproduction Fee Schedule

Image Reproduction Fees		
	300 DPI JPEG	**600 DPI TIFF**
Non-Commercial Use	$20 per image	$30 per image
Commercial Use	$40 per image	$50 per image
Additional Fees		
New Digital Images	$20 per scanned image	
Rush Orders		
	1-5 images	**6-20 images**	**21+ images**
2 Business Days	$20 per order	$50 per order	$100 per order
Shipping		
Within Canada		**Internationally**
$5		$15
Public Scanning		
.25 per page/image		

*All orders will be provided as a digital file on CD in the JPEG or TIFF file format. Print reproductions are not available at this time. Prices include HST.

Non-Commercial Use:
Non-commercial use applies to images intended for personal use or images

intended for inclusion in publications such as books, magazines, newspapers, films, newsletters, brochures, newscasts, etc.

Commercial Use:
Commercial use applies to images that are intended for resale or reproduction for advertising or on items for resale (i.e. framed images, postcards etc.). Purchase of images for commercial use provides non-exclusive, onetime use for 1 year.

New Digital Images:
A $20 surcharge per scan will be applied to images not currently available in the online PreView Database.

Regular Orders:
Orders take approximately 7-14 days to complete. Large orders will take longer to process.

Rush Orders:
Rush orders take 2 business days to complete. A surcharge will be applied according to the number of images requested. Charges are outlined in the above fee schedule. We may not always be able to accommodate rush orders.

Shipping:
Orders are free to pick-up or can be mailed out for an additional fee. Charges are outlined in the above fee schedule. Rush status is only available for pick-up orders.

Payment:
All photographic orders must be pre-paid. Payments can be made by credit or debit card at the Local History & Archives Department, Central Library at 55 York Boulevard in Hamilton. Payments can also be made by credit card over the phone by contacting our Business Office at 905-546-3200 ext. 3239.

Web Usage:
Digital reproductions intended for use online must be displayed at 96 DPI or lower.

Copyright:
It is the recipient's obligation to determine and satisfy copyright or other use restrictions (such as donor restrictions, privacy rights, publicity rights, licensing and trademarks) when using, publishing or otherwise distributing materials received from Hamilton Public Library.

Credit:
A credit line, "Courtesy of Local History & Archives, Hamilton Public Library"

must be provided if material reproduced from the Library's collections is published for commercial or non-commercial purposes in print, online, or in other media.

Hamilton Spectator Collection:
In order to purchase copyrighted images from this collection, permission must first be obtained from the Hamilton Spectator by contacting Howard Elliott at helliott@thespec.com. Proof of permission must be provided before an order can be processed. A credit line, "Courtesy of Hamilton Spectator Collection, Hamilton Public Library" must be provided on all publications of the material.

Survey of Image Reproduction Fees

Organization	Digital Image Fees		Image Details				Other Fees			Postage	
	Existing	New	File Type	Format	Resolution	Size	Misc	USB	CD/DVD	In Canada	International
Archives of Ontario	$20.00		TIFF	CD / DVD	300/600 dpi					$5-$8.50	
Boston Public Library		$22-150		CD/ download	250 dpi				$12.00		
City of Edmonton Archives		$20.00		CD						$5.00	$12.00
City of Toronto	$25.00	$75.00	TIFF	CD	600 dpi	8x10					
City of Vancouver Archives	$17.00	$68.00	TIFF	CD	300 dpi					$3.00	$7.50
DC Public Library		$10-$25	JPEG/TIFF	CD/download	300/600 dpi		$35-150 commercial use				
Kitchener Public Library	$10.00			CD/email							
Library and Archives Canada	$12.85-39.95			CD/DVD	300 dpi						
London Public Library	$20-$75		TIFF	CD	600/1200 dpi						
McMaster University		$3.50		CD	300 dpi						
New York Public Library	$45-$300	$55-$350	TIFF	download	300 dpi		$50 ovsz surcharge				
Toronto Public Library	$25.00	$25/$50 os		CD/DVD/USB	300/600 dpi	up to 11x17	$50 ovsz setup fee	$10.00	$2.00	$3.50 min	$5 min

**Hamilton
Public Library**

To: Chair and Members of the Library Board

From: Paul Takala, Chief Librarian
           Lita Barrie, Director of Digital Technology

Subject: Privacy and Open Data Principles

Date: May 9, 2013

Recommendation:
THAT THIS REPORT IS RECEIVED FOR COMMENT.

DRAFT RECOMMENDATIONS:

THAT THE HAMILTON PUBLIC LIBRARY ENDORSE THE PRINCIPLES OF ACCESS BY DESIGN (ABD) AND PRIVACY BY DESIGN (PBD) AS DEVELOPED BY THE ONTARIO PRIVACY COMMISSIONER.

THAT AS LIBRARY SYSTEMS, PROGRAMS AND POLICIES ARE REVIEWED OR DEVELOPED THE PRINCIPLES OUTLINED IN ABD AND PBD WILL BE INCORPORATING INTO THE PLANNING PROCESS.

Background

The Library has legislative and policy obligations to protect the privacy of personal information we hold in trust for our customers and to ensure the security and integrity of our systems. As security threats to online systems become more sophisticated we will need to ensure we keep adequate measures in place to manage the evolving risks. In addition, as a publicly funded institution, we also exist in an environment where there are increasing expectations for the Library to make information freely available as a standard business practice. Adopting the AbD and PbD frameworks will help HPL facilitate both a secure environment that protects the privacy and integrity of information while also enabling us to play a leadership role in open data.

The Library's obligations to protect customer privacy are primarily governed by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)[i]. The Library has a Privacy Policy[ii] and has developed staff procedures to ensure we are in compliance with the act. Ontario's Privacy Commissioner developed Privacy by Design (PbD) to give organizations guidance in ensuring they develop systems and programs that effectively protect privacy. PdD identifies 7 fundamental principles that need to be incorporated into the design of systems to ensure privacy is protected. The emphasis is on proper design and architecture at the outset to meet privacy obligations. Ontario's Privacy Commissioner recently published a report on the convergence of information system design, system security and privacy[iii].   PbD provides a framework that will support the design and development of systems that

will help us meet the evolving environment of new demands for services and information while meeting new security challenges.

In September 2010 in Whitehorse, Yukon the Access to Information and Privacy Commissioners from around Canada adopted a resolution in support of Open Government[iv]. Open government applies principles from open data to the public sector. The commissioners' resolution outlines reasons why open government is important and recommends the elements of a sound implementation strategy. At the heart of open government is a shift from a reactive to a proactive approach to the disclosure of information. Information created by organizations funded by taxpayers, where that information does not need to be kept private, should be made readily available. Open government facilities innovation, transparency and maximizes the value of information created by public funds. Sound open government strategies include:

- Commitment: develop a culture that is conducive to open government. Develop robust programs that ensure access mechanisms are built into the design and implementation stages of all new programs and services.
- Public Participation: engaging in ongoing, broad-based public consultations to determine what information should be made available.
- Open, accessible and reusable information: information disseminated free or at minimal cost and is in formats that support with the reuse of that information.

According to the commissioners, open government is important as "a means to enhance transparency and accountability which are essential features of good governance and critical elements of an effective and robust democracy."[v]

There are a number of best practices being established around open data and open government. Municipalities and public libraries are beginning to get actively involved in publishing data-sets on open data sites. As a public library, our core values and policies, including the Intellectual Freedom Policy, challenge us to be transparent and accountable. Advances in technology now enable us to securely make new kinds of information available. By adopting the PbD and AbD frameworks, staff will be able to ensure that overtime; HPL will be able to advance open government principles while protecting the privacy and security of systems.

The proactive approach to both privacy and access ensures we can maximize both while not adding additional work to meet these requirements. A few HPL examples that illustrate the PbD approach that we have already put in place are:

- We only keep on our system information about the current borrower and last previous borrower of items except where a customer has opted to retain history for personal convenience.

- We do not keep on any of our systems personal credit or debit card information. All information is on secure external systems. We reduce the risk of accidentally having a privacy breach by not keeping that information.
- While staff verify identification of customers applying for a library card by checking ID, we instruct staff not to enter health or bank card numbers onto our system.   In the new integrated library system (ILS), that we will be implementing later this year, we will be improving the privacy by replacing a text box with a simple check box. This will ensure staff do not inadvertently enter information.

While the concepts of open data have been around for some time, it is the architecture of modern information systems that enable the sharing and analysis of information in ways not technically possible in the past. Earlier this year, the library community made a significant movement towards more open cataloguing standards by replacing Anglo American Cataloguing Rules 2 (AACR2) with Resource Description and Access (RDA). RDA will enable improved discovery of library materials and facilitate better sharing and linking of different cataloguing records. Moving forward, AbD challenges us to look for new ways to ensure the information we create is of maximum benefit. Some examples of open data and libraries are:

- Without disclosing any personal information, making usage statistics and patterns available so it can be analyzed by researchers.
- Making library program and service information available so it can be published in other websites expanding access.
- Ensuring the local history information that we digitize and make available on the web is designed so researchers can fully access and easily identify links with other collections.

Appendix I: Privacy by Design (PbD) - The 7 Fundamental Principles[vi]

1. Proactive not Reactive; Preventative not Remedial

The Privacy by Design (PbD) approach is characterized by proactive rather than reactive measures. It anticipates and prevents privacy invasive events before they happen. PbD does not wait for privacy risks to materialize, nor does it offer remedies or resolving privacy infractions once they have occurred — it aims to prevent them from occurring. In short, Privacy by Design comes before-the-fact, not after.

2. Privacy as the Default Setting

We can all be certain of one thing — the default rules! Privacy by Design seeks to deliver the maximum degree of privacy by ensuring that personal data are automatically protected in any given IT system or business practice. If an individual does nothing, their privacy still remains intact. No action is required on the part of the individual to protect their privacy — it is built into the system, by default.

3. Privacy Embedded into Design

Privacy by Design is embedded into the design and architecture of IT systems and business practices. It is not bolted on as an add-on, after the fact. The result is that privacy becomes an essential component of the core functionality being delivered. Privacy is integral to the system, without diminishing functionality.

4. Full Functionality — Positive-Sum, not Zero-Sum

Privacy by Design seeks to accommodate all legitimate interests and objectives in a positive-sum "win-win" manner, not through a dated, zero-sum approach, where unnecessary trade-offs are made. Privacy by Design avoids the pretense of false dichotomies, such as privacy vs. security, demonstrating that it is possible to have both.

5. End-to-End Security — Full Lifecycle Protection

Privacy by Design, having been embedded into the system prior to the first element of information being collected, extends securely throughout the entire lifecycle of the data involved — strong security measures are essential to privacy, from start to finish. This ensures that all data are securely retained, and then securely destroyed at the end of the process, in a timely fashion. Thus, Privacy by Design ensures cradle to grave, secure lifecycle management of information, end-to-end.

6. Visibility and Transparency — Keep it Open

Privacy by Design seeks to assure all stakeholders that whatever the business practice or technology involved, it is in fact, operating according to the stated promises and objectives, subject to independent verification. Its component parts and operations remain visible and transparent, to users and providers alike. Remember, trust but verify.

7. Respect for User Privacy — Keep it User-Centric

Above all, Privacy by Design requires architects and operators to keep the interests of the individual uppermost by offering such measures as strong privacy defaults, appropriate notice, and empowering user-friendly options. Keep it user-centric.

Appendix II: Access by Design (AbD) - The 7 Fundamental Principles[vii]

1. Proactive, not Reactive

Many public institutions are still reactive and wait until a request for information is received before deciding to release it; this can be a slow, cumbersome process, easily used as a mechanism to deny access to information. With Access by Design, government institutions can take a proactive approach to promote full transparency, while at the same time, achieving cost-savings by eliminating a costly and cumbersome disclosure process.

2. Access Embedded into Design

When access is embedded into the design of public programs from the outset, it delivers the maximum degree of access to government-held information by making proactive disclosure the default. The benefits are twofold: the public can access information more directly; and government institutions can save significant resources by making their information available on a routine basis – by default.

3. Openness and Transparency = Accountability

A transparent and open government is vital for a free and democratic society. The essential purpose of access to information legislation is to support the democratic process by ensuring that citizens have the information required to hold their governments accountable – which is not possible if government activities and documents are hidden from public view. When government proactively provides routine access to government-held information, it creates a "culture of accountability."

4. Fosters Collaboration

The Internet has given impetus to a new phenomenon where more and more community groups are coming together online with the power to engage government policy makers directly. Government institutions need to embrace this new culture by making data readily available to these groups as part of the social contract to serve their citizens. Further, there are new opportunities for the private sector to work collaboratively with government in utilizing public data, with many potential benefits for the economy as a whole.

5. Enhances Efficient Government

The demand for government services continually increases, while governments constantly face the need for cost reduction measures. By embracing Access by Design, public institutions can improve their information management practices by eliminating the inefficient process of "reactive" disclosure, and yet provide more streamlined access to public information. Further, citizen groups can also utilize public data to spot inefficiencies in, and improvements for, government services – increasing efficiency by reducing demand on government resources.

6. Makes Access Truly Accessible

Simply releasing more data is not enough. Access by Design also requires that public information be easily found, indexed and presented in user-friendly formats. There is little value in proactively disclosing public information if it is quietly placed online in obscure locations, using uncommon software which cannot be widely utilized. In addition, public institutions need to ensure that their IT systems are up-to-date and can meet increased public demand by extracting information quickly, in a cost-effective manner.

7. Increases Quality of Information

Information has been called the lifeblood of the 21st century economy. This is no less true when it comes to meaningful citizen participation in public life. Not only is it essential for government institutions to place public data on public databases, they must also ensure that the information is accurate, reliable and up-to-date. Quality control and assurance protocols are vital to ensure that public participation in the democratic process remains relevant and meaningful.

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[i] http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90m56_e.htm
[ii] http://www.hpl.ca/articles/municipal-freedom-information-and-protection-privacy-act
[iii] Ann Cavoukian, Ph.D., Information & Privacy Commissioner Ontario, January 2013
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[iv] http://www.ipc.on.ca/images/Resources/FPT_Whitehorse_-_Resolution_Final_EN_1.pdf
[v] http://www.ipc.on.ca/images/Resources/FPT_Whitehorse_-_Resolution_Final_EN_1.pdf
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