



Video Surveillance Policy

Approved by: Eastern Counties Regional Library Board
Approved Date: June 6, 2019
Effective Date: July 8, 2019

Purpose

Eastern Counties Regional Library (ECRL) strives to maintain a safe and welcoming environment for customers and staff while protecting individual rights to privacy.

The purpose of this Policy is to explain ECRL use of video surveillance equipment to maintain safe library premises that are welcoming to library staff and customers, and for asset protection. Video surveillance will only be deployed for identifiable purposes; primarily in the case of Open Libraries, where extended hours allow customers to use the library when staff members are not present.

Scope

This Policy applies to all types of camera surveillance systems, surveillance monitors and camera recording devices that are used for security purposes at Library managed facilities. This policy does not address instances where library staff record a specific event (such as a program, or presentation).

All ECRL Managers and all employees at locations using video surveillance must review and comply with this Policy.

Statement

Security camera systems are a resource used by ECRL to promote the safety of customers, staff and community members. Where deployed for that purpose, these systems also help to protect library property against theft or vandalism and can assist in the identification of intruders and of persons breaking the law.

In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident.

Notice of Use of Video Systems

The library shall post signs at all entrances to applicable locations, notifying members of the public that video surveillance is in use. Additional signs will be used to support awareness of the presence of video systems. There will be at least one sign at each applicable location that will include (example in Appendix A):

1. The principle purpose(s) for which the video footage will be used;
2. The title, business address, and telephone number of someone who can answer questions about the collection of video footage.

The Video Surveillance Policy will be available to members of the public.

Security Camera Monitors and Records

- Every reasonable attempt will be made to prevent public and/or unauthorized staff from accessing video camera feeds and video recordings.
- All storage devices will be located in a controlled-access area. Access to the storage devices will be password-protected and limited to ECRL Managers. Logs will be kept of all instances of access to, and use of, recorded material to enable a proper audit trail.
- Security camera footage will not be used to monitor customers' use of library spaces or employee performance. Circumstances which warrant review will be limited to security incidents that have been reported, or in the investigation of a potential crime, or identifying individuals associated or potentially involved with a crime.
- Only the Innovation Project Manager, or other member of ECRL's Management Team, may review recorded information from the system.
- The Library will take all reasonable efforts to ensure the security of records in its control/custody and ensure their safe and secure disposal.
- Cameras will be set up to record when they detect movement, and will not record sound.
- Cameras will be positioned to capture activity in all areas of the public library space, except in areas where people have a heightened expectation of privacy; e.g. washroom facilities.
- Security camera systems will be set-up to ensure regular recordings are cleared or overwritten on a regular basis. Normally, systems will be set-up to maintain records for up to 30 days. In the event that authorized staff need to export information from the

system (still images, video footage) for authorized reasons, the resulting record(s) will be maintained for at least one (1) year.

- When records are released to law enforcement officials, where possible, authorized staff will limit the release of information about individuals deemed not to be involved in the investigation. This includes, but is not limited to, zooming images in on suspects in question, obscuring identifiable features of other individuals and limiting the time frame of video coverage provided.

Responsibility

In order to protect individuals' right to privacy, the ECRL Management Team is responsible for:

- Assessment of proposed installations of video surveillance equipment; and
- Approval of the installation of video surveillance cameras.

The Innovation Project Manager is responsible for:

- Ensuring monitoring and recording devices, and all items related to surveillance (e.g. logbooks) are stored in a safe and secure location;
- Responding to formal requests to access records, including law enforcement inquiries;
- Investigating privacy complaints related to video surveillance records, and security/privacy breaches.
- Overseeing the day-to-day operation of video surveillance cameras, providing supervision to approved authorized personnel, and ensuring their compliance with all aspects of this Policy;
- Informing appropriate shared facilities' personnel of this Policy's requirements;
- Documenting all information regarding the use, maintenance, and storage of records; including all instances of access to, and use of, recorded material; and
- Ensuring that no copies of data/images in any format (hard copy, electronic, etc.) are taken from the video recording system without approval from authorized management.

Employees at locations using video surveillance are responsible for:

- Ensuring monitoring and recording devices remain in a safe and secure location;
- Forwarding all external requests for access to video records to the Innovation Project Manager;

- Immediately reporting breaches of security/privacy to the Innovation Project Manager or Chief Librarian; and
- Forwarding all inquiries from the public about the use of video surveillance or about the Video Surveillance Policy to the Innovation Project Manager.

Questions?

If you have any questions or concerns about this policy please contact the Innovation Project Manager, at open@ecrl.ca or at 902-747-2597.

Appendix A

Example sign for notifying members of the public that video surveillance is in use.