

Owen Sound & North Grey Union Public Library Policy	Policy # L 24
SUBJECT: Video Surveillance Policy	Date: November 23, 2006
BOARD AUTHORITY OR STAFF APPROVED: Library Board Resolution 100-06	Page # 1 of 4

VIDEO SURVEILLANCE POLICY

1. Rationale:

In the interest of the safety and security of the library building and all who enter, the responsible guardianship of publicly funded precious resources, and the most effective use of staff time, video surveillance cameras have been installed in vulnerable areas of the library. These areas include, but are not limited to the outside main entrance and main lobby, the lower level hallway outside the washrooms, the local history room, and the entrance to the adult learning centre off 8th Street West.

Video surveillance is required because:

- a. These areas are readily accessible by all members of the public.
- b. These areas are unsupervised and beyond the normal sightlines of library staff.
- c. Staffing of these unsupervised areas would be prohibitively expensive and impractical.
- d. There have been repeated acts of vandalism, theft and mischief in these areas.

2. Objective:

To deter public endangerment, vandalism, theft and mischief in unsupervised areas and to identify those individuals involved in such activity for law enforcement purposes, while adhering to the Protection of Privacy Act and the Freedom of Information Act.

3. Signage in Areas under Surveillance:

The public will be notified, using clearly worded signs prominently displayed at the perimeter of the video surveillance areas and throughout the library, so that library visitors have reasonable and adequate warning that surveillance is or may be in operation before entering any area under video surveillance. Numerous signs posted on each floor read "Attention: this property is under video surveillance. All activity is recorded". A sign on each level reads "The Owen Sound & North Grey Union Public Library uses video surveillance equipment to gather information that may be used to prosecute, or investigate instances of theft, vandalism, or public endangerment.

If you have any questions regarding this activity, please contact the Chief Librarian/CEO (519)376-6623 Ext. 201”.

4. Use of Video Surveillance Equipment:

- a. Reception and monitoring equipment is located in the secure and locked Server Room; access is limited to members of the Library’s Management Team and others only as authorized by the Chief Librarian or designate. The video surveillance equipment will be dedicated to that use only and under no circumstances will be used for any other duties.
- b. The Chief Librarian, Deputy Chief Librarian and other members of Management Team are authorized to monitor and operate the video surveillance equipment. Other staff members, e.g. the Library Custodian, may be given authorization to access this equipment on an “as needed” basis. Video surveillance will be in effect 24 hours per day (with motion sensor).
- c. Access will be given by authorized staff (see point 4 a & b) to any agency or individual, e.g. police, retained by the Library to use the information gathered for investigative purposes in order to perform duties related to their job.
- d. The system will be secure and will only be viewed by those authorized to do so.

5. Use of Records:

- a. Recorded data is stored on a hard drive located in the secure & locked Server Room.
- b. Access to the recorded data is limited to the people listed in point 4 b & c who need the information in the performance of their duties.
- c. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.
- d. The information recorded on the equipment will only be used under the following circumstances:
 - i. Viewed for police reportable events e.g. break-ins, theft, or vandalism.
 - ii. Viewed for administrative actions e.g. viewing incidents that may lead to banning individuals from the building due to cases of public endangerment, vandalism, theft, or violation of the Library’s Code of Conduct.
- e. Records will be viewed only to investigate a pre-defined occurrence. Records will be reviewed first by 2 members of Library staff as authorized in points 4 a & b to determine if the incident is Administrative or Police reportable. If the incident is determined to be Police reportable, appropriate action will be taken. The information viewed will remain the property of the Owen Sound & North Grey Union Public Library and will be treated as confidential and stored as noted in point 5 a.

- f. Normal retention period for records is 2 weeks followed by destruction by recording over unless required for evidence. Records required for evidence shall be saved to a secure file and/or CD and stored in a secure environment. Such records will be destroyed when no longer required for evidence.
- g. The Chief Librarian/C.E.O. will be responsible for the Library's privacy obligations under the Protection of Privacy Act and the Freedom of Information Act.

6. Dealing with a Breach of Privacy

Once a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation.

- a. Identify the scope of the breach and take steps to contain the damage, (e.g. retrieve copies of recorded information, determine if unauthorized access to an electronic system has occurred, etc).
- b. Insure that the Chief Librarian and appropriate staff is notified immediately of the breach.
- c. Inform the IPC (Information and Privacy Commissioner).
- d. If applicable, notify individuals whose personal information has been disclosed.
- e. Conduct an internal investigation into the matter, report on the findings and quickly implement any recommendation. The objectives of this investigation should include: A review of the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information.
- f. Try to resolve a complainant's concerns informally at the onset of the complaint.

7. Training:

All Library staff will be made aware of their obligations under the Protection of Privacy Act and training will be conducted accordingly.

8. Policy Review:

The Library Board will review and evaluate the Library's video surveillance program and policy as required.

9. Compliance:

Failure to comply with this policy may result in disciplinary action up to and including termination of employment.

VIDEO SURVEILLANCE FLOWCHART

