

SECURITY VIDEO SURVEILLANCE POLICY

PURPOSE

To ensure that, in adopting the use of security video surveillance system, Lethbridge Public Library (LPL) balances the security benefits derived from the use of video surveillance with the privacy rights of the individual.

In the daily operation of Lethbridge Public Library, the safety of property, visitors, and staff is protected and maintained by conventional means such as: alert observation by staff, foot patrols by security personnel, security-conscious design of library locations, and the consistent application of the Library's Code of Conduct. However, in some circumstances, the additional protection provided by surveillance cameras is essential in maintaining lawful and safe use of Library property.

The Security Video Surveillance Policy provides detailed direction concerning the context, procedures and protocols within which the Library installs and operates surveillance cameras. The Policy ensures that the Library follows the guidelines set out by the Office of the Information and Privacy Commission of Alberta, the privacy requirements of the Freedom of Information and Protection of Privacy Act (FOIP) and the Canadian Library Association Statement on Intellectual Freedom, without compromising the safety and security of Library visitors, staff and property. This Policy applies to all types of camera surveillance systems, surveillance monitors and camera recording devices that are used for security purposes at Library properties.

POLICY STATEMENT

Lethbridge Public Library recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of Library staff, visitors and property. Proper video surveillance, where deemed necessary, is one of the most effective means of helping to keep Library facilities and properties operating in a safe and secure manner. While video surveillance cameras are installed for safety and security reasons, the Library's video surveillance systems must be designed and maintained to minimize privacy intrusion. LPL will notify staff and members of the public wherever surveillance systems may be in operation. Information collected by video surveillance systems will only be used for the purpose for which it was collected and only disclosed in accordance with section 40 of FOIP.

PERSONS AFFECTED

All staff and customers of the Lethbridge Public Library.

RESPONSIBILITIES

1. The Director & CEO:

- a) Is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library's privacy and access compliance;
- b) Will approve the placement of all video surveillance equipment;
- c) Authorizes access to information collected by the video surveillance system.

2. Associate Director Public Services and Manager Corporate Services are responsible for:

- a) Ensuring that appropriate library staff are familiar with this Policy and providing advice, training and recommendations to staff to assist in compliance with FOIP;
- b) 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;
- c) Ensuring monitoring and recording devices, and all items related to surveillance (e.g. logbooks) are stored in a safe and secure location;
- d) Ensuring logbooks recording all activities related to security video devices and records are kept and maintained accurately by authorized personnel;
- e) Annually reviewing the video surveillance system and policy and recommending updates as appropriate to the Director & CEO;

3. Executive Secretary is responsible for:

- a) Responding to formal requests to access records, including law enforcement inquiries, in consultation with the Director & CEO or designate;
- b) Investigating privacy complaints related to video surveillance records, and security/privacy breaches, in consultation with the Director & CEO or designate;
- c) Immediately reporting breaches of security/privacy to the Director & CEO or designate.

4. The Coordinator Facilities and Maintenance is responsible for:

- a) Advising on installations and operation;
- b) Conducting periodic internal audits to ensure compliance with this Policy;
- c) Delegating the day-to-day operations of video surveillance systems to staff and ensuring compliance with this Policy and LPL procedures;

5. The Coordinator Information Technology is responsible for:

- a) Technical aspects of equipment, its installation and maintenance and the retention and disposal of the recorded information.
- b) Delegating the day-to-day maintenance of video surveillance systems to staff and ensuring compliance with this Policy and LPL procedures;

Use of Video:

- 1) Access to the recorded data is limited to the Authorized staff/personnel that need the information in the performance of their duties.
- 2) The information captured will only be used under the following circumstances:
 - a) Viewed for Police reportable events e.g. break-ins, theft, or vandalism.
 - b) 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.
- 3) Data will be viewed only to investigate a pre-defined occurrence. Data will be viewed first by 2 authorized Library staff to determine if the incident is administrative or Police reportable. If the incident is determined to be Police reportable, appropriate action will be taken (refer to Appendix A-

C-4). The information viewed will remain the property of the Lethbridge Public Library and will be treated as confidential.

- 4) Normal retention period for records is 40 days followed by destruction 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.

DEFINITIONS

Authorized staff/personnel – staff of LPL or an LPL contractor who are authorized by the Director & CEO or designate to operate the video surveillance system for a particular facility and to perform the duty, responsibility or action as described under Responsibilities above.

Surveillance System - refers to a mechanical or electronic system or device that enables continuous or periodic video recording, observing or monitoring of individuals on Library property.

References

Alberta's Freedom of Information and Protection of Privacy Act

Canadian Library Association / Association canadienne des bibliothèques Position Statement on Intellectual Freedom

Office of the Information and Privacy Commissioner of Alberta

Lethbridge Public Library Code of Conduct

Revision/Review History

January 11, 2011, Operational Policy, Administration Approved: New Document