

# Georgina Public Library Board Policy Manual

## Policy Title: Video Surveillance

### ***Intent***

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 branches. These areas may include, but are not limited to, the outside main entrances and main lobby, and the hallway outside the washrooms.

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.

This policy is in force 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.

### ***Regulations***

#### 1. Signage in Areas under Surveillance

The public will be notified, using clearly worded signs prominently displayed at the perimeter of the video surveillance areas, so that library visitors have reasonable and adequate warning that surveillance is or may be in operation before entering any area under video surveillance. Signs posted in relevant areas read "Attention: this area is under video surveillance. All activity is recorded". A sign at the main entrance reads "The Georgina 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 Director/CEO at 905 476-7233 ext 4522.

#### 2. Use of Video Surveillance Equipment

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- 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 Director/CEO 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 Director/CEO, members of the Management Team, and building custodial staff are authorized to monitor and operate the video surveillance equipment. Video surveillance will be in effect 24 hours per day (with motion sensor).
- c. Access will be given by authorized staff 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.

### 3. 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 above 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 authorized 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. The information viewed will remain the property of Georgina Public Library and will be treated as confidential and stored as noted in point 3 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.

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- g. The Director/CEO. will be responsible for the Library's privacy obligations under the FIPPA (Freedom of Information and Protections of Privacy Act)

## 4. Dealing with a Breach of Privacy

If 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. Ensure that the Director/CEO and appropriate staff are notified immediately of the breach.
- c. Inform the IPC (Information and Privacy Commissioner) through the Town of Georgina Clerk's office.
- 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.

## 5. Training

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

## 6. Policy Review

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

## 7. Compliance

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

### ***Attachments:***

Signage

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POLICY HISTORY:	
Initial Draft	November 22, 2006
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Board Presentation:	August 16, 2007
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