

Library Use of Video Surveillance

Equipment

For the purpose of the safety and security of the library building and all who enter, video surveillance cameras are installed in selected areas of the library. These areas may include, but are not limited to main entrances, public desks and isolated areas of the building. Barring any technical issues, video surveillance will be in effect 24 hours per day/ seven days per week.

Video surveillance will be focused in designated areas that:

- May be unsupervised and beyond the normal sightlines of library staff
- May be more likely to experience conflicts or acts of aggression (e.g. public desk areas)
- May contain valuable or sensitive materials or art

This policy is in force to deter vandalism, theft and mischief in unsupervised or under-supervised areas and to identify those individuals involved in such activity for law enforcement purposes. Equipment may not be used to monitor or track individuals in their normal course of library business.

At all 3 main public entrances a sign will indicate the following:

“The Peabody Institute 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 Library Director at 978-531-0100x16.”

Use of Video Surveillance Equipment

- System server is located in a Server Room; access is limited to members of the Library’s Management Team and others only as authorized by the Library Director or designated staff. The video surveillance equipment will be dedicated to safety/security use only, and under no circumstances will be used for any other activities unless otherwise required by law.
- The Library Director and other members of Management Team are authorized to monitor and operate the video surveillance equipment. The Library Director and Assistant Director have remote access to server at their desktop. Other staff members may be given authorization to access this equipment on an “as needed” basis. Access may be given by authorized staff to any agency or individual, e.g. police, retained by the

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Library to use the information gathered for investigative purposes in order to perform duties related to their job.

- Governmental requests for access will be handled in compliance with local, state and federal law, and as directed by Library policy/procedure concerning patron confidentiality. No private or individual requests for access will be honored.

Use of Recorded Data:

- Recorded data is stored on a hard drive located in the Server Room.
- Access to the recorded data is limited to the people listed above who require the information in the performance of their professional duties, and for no other reason.
- 3. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.
- 4. The information recorded on the equipment may be used only to document police reportable events e.g. break-ins, theft, or vandalism; and/or for administrative viewing of incidents that may lead to further disciplinary action due to cases of public endangerment, vandalism, theft, or violation of the Library's policies regarding conduct.
- 5. Records will be viewed only to investigate a pre-defined occurrence. Records will be reviewed first by 2 members of authorized Library staff to ensure that the incident is appropriately dealt with by administration. If the incident is determined to be criminal, appropriate legal or governmental authorities will be notified. The information viewed will remain the property of the Peabody Institute Library and will be treated as confidential to the extent of Library policy and applicable law and statute.
- 6. Recorded information is stored in the server until the hard drive reaches capacity, at which time data is over-written. This period of time is variable depending on disk space. The photo quality of recorded material is not guaranteed by the Library.
- 7. The Library Director will be responsible for the Library's privacy obligations with regard to recorded and stored data.

Breach of Privacy

In the event that a privacy breach is discovered (loss or theft of footage, or inadvertent disclosure of personal information) immediate action will be taken by the Library Director or Assistant Director to control the situation, as follows:

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- 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).
- Ensure that Library administration and appropriate staff are notified immediately of the breach.
- If so advised by legal counsel, notify individuals whose personal information has been disclosed and if appropriate, notify legal authorities.
- 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.

As approved by the Board of Library Trustees the 3rd day of December, 2012