
Township of Uxbridge Public Library
POLICY STATEMENTS AND PRACTICES

POLICY NO.: Q-2-Video Surveillance Policy

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

DATE OF APPROVAL:

MOTION: May 17, 2007, Motion 07-47

DATE OF AMENDMENT AND MOTION: April 27, 2017 Motion: 17-19

1. Policy Statement

The purpose of this Video Surveillance Policy is to establish guidelines and procedures for using video surveillance cameras on any property and/or in any building owned or operated by the Township of Uxbridge Public Library Board deemed necessary by the Chief Executive Officer/Chief Librarian.

The video surveillance cameras will complement other measures to ensure a safe and secure environment. The video cameras will be positioned to record only those identified areas.

2. Rationale

In the interest of the safety and security of the library building and all who enter, the responsible guardianship of publicly funded 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 inside the main entrance, the lower level hallway outside the washrooms, the Children's Library, and the Adult Circulation Desk.

Video surveillance is required because:

These areas are readily accessible by all members of the public.

These areas are unsupervised and beyond the normal sightlines of library staff.

Staffing of these unsupervised areas would be prohibitively expensive and impractical.

There have been repeated acts of vandalism, theft and mischief in these areas.

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:

“Areas of this building are under video surveillance. Images may be collected that allow an individual to be identified.

Personal identifying information recorded by video surveillance equipment is gathered under the authority of the Public Libraries Act and in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act.

The use of video surveillance is solely for the purposes of preventing theft, ensuring the safety of patrons and staff, and facilitating the identification of individuals who behave in a disruptive manner, cause damage to library property or are otherwise in contravention of the Library's Rules of Conduct.

Any questions about the collection of this information should be addressed to the Chief Executive Officer/Chief Librarian, Alexandra Hartmann, at this address (9 Toronto Street South, PO Box 279, Uxbridge Ontario, L9P 1P7) or by telephone at 905-852-9747 ext. 26.”

4. Use of Video Surveillance Equipment

Reception and monitoring equipment is located in the secure and locked Office; access is limited to members of the Library's Management Team and others only as authorized by the Chief Executive Officer/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.

The Chief Executive Officer/Chief Librarian, Systems Administrator, and other members of the Management Team are authorized to monitor and operate the video surveillance equipment. Video surveillance will be in effect 24 hours per day.

Access will be given by authorized staff (see point 5.1 and 5.2) 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.

The system will be secure and will only be viewed by those authorized to do so.

5. Use of Records

Recorded data is stored on a hard drive located in the secure & locked Office.

Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.

The information recorded on the equipment will only be used under the following circumstances:

Viewed for police reportable events e.g. break-ins, theft, or vandalism.

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.

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 4.1 and 4.2 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 Township of Uxbridge Public Library.

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.

The Chief Librarian/Chief Executive Officer 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.

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 the Chief Librarian/Chief Executive Officer and appropriate staff are notified immediately of the breach.

Inform the IPC (Information and Privacy Commissioner).

If applicable, notify individuals whose personal information has been disclosed.

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.

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.