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<b>Point of Contact:</b> Elaine Bird, Director of Support Services		

# Video Surveillance Policy

## Policy Statement

The City of Pickering Public Library strives to maintain a safe and secure environment for clients and staff. In pursuit of this objective, selected public areas of the library premises are under video surveillance. This Policy aims to ensure that, in adopting the use of security video surveillance cameras, the Library balances the security benefits derived from the use of video surveillance with the privacy rights of the individual.

## Policy Objectives

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

The Video Surveillance Policy provides direction concerning the context and protocols within which the Library installs and operates surveillance cameras. The Policy ensures that the Library follows the guidelines set out by the Information and Privacy Commission/Ontario, and the privacy requirements of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), without compromising the safety and security of library visitors, staff and premises.

## Policy Principles

1. Apart from periodic maintenance spot-checks to ensure that the recording system is functioning properly, records will be viewed only to investigate a pre-defined occurrence, for example, vandalism, theft, break-in, or a violation of the Library's Personal Conduct Policy. Viewings will be conducted by authorized staff. If the incident is deemed to be police-reportable, appropriate action will be taken. The information viewed will remain the property of the City of Pickering Public Library and will be treated as confidential and will be securely stored.
2. Signage will be posted at the library entrances at all times, disclosing the use of security cameras to the public, where applicable.
3. Some Library locations may have video surveillance cameras outside the Library proper. These cameras are maintained by the City of Pickering and are subject to City Policies and Procedures.
4. In order to enable a proper audit trail, each Library location with video surveillance equipment will maintain a record of all activities related to video devices and records. Activities include all information regarding the use, maintenance, and storage of records and all instances of access to, and use of, recorded material, including the staff name, date, time and activity.
5. Staff will conduct a monthly audit of the activity log to ensure that there has not been any unauthorized or improper access.
6. Access to video surveillance records will be restricted to authorized personnel and is only granted in order to comply with their roles and responsibilities as outlined in this Policy.
7. The normal retention period for records varies but will be up to 60 days, followed by destruction by recording over, unless the record is required as part of a criminal, safety, or security investigation. Records required for evidence will be destroyed when no longer required.
8. Images will not be routinely monitored in real time, nor reviewed by library staff, except when specific incidents are reported. The images from the entrance camera are continuously publicly displayed for client information.
9. All viewing equipment and stored data will be kept securely and will require a password for access. Access is limited to authorized staff. The video surveillance equipment will be dedicated to that use only and will under no circumstances be used for any other purpose.
10. Images saved from the video surveillance footage will have identities of people not involved in the incident technologically blurred or blocked wherever possible.

11. When recorded images from the cameras must be viewed for law enforcement or investigative reasons, this must only be undertaken by authorized staff, in a private, controlled area that is not accessible to other staff and/or visitors.
12. If access to a video surveillance record is required for the purpose of a law enforcement investigation, the law enforcement officer must provide a badge number or investigation number in order to obtain the data from the CEO or designate. The CEO or designate will provide the image record for the specified date and time of the incident requested by the officer, subject to MFIPPA exemptions.
13. Staff who pull footage in response to a police request will record the following information on in the security video log:
  1. The date and time of the original, recorded incident.
  2. The time and date the copy of the original record was created.
  3. The time and date the record was provided to the requesting Officer.
  4. The name of the staff supplying the record.

Note: if the request for footage is in relation to a situation that was not documented on a Library Incident Report form, staff must create an Incident Report.

14. A Library employee who becomes aware of any unauthorized disclosure of a video record in contravention of this Policy, and/or a potential privacy breach, has a responsibility to ensure that the Director of Support Services is immediately informed of the breach. The following actions will be taken immediately:
  - 14.1. Library staff will take all reasonable actions to recover the record and limit the record's disclosure;
  - 14.2. Affected parties whose personal information was inappropriately disclosed will be notified;
  - 14.3. If applicable and upon confirmation of the existence of a privacy breach, the Director of Support Services or designate will notify the Information and Privacy Commission of Ontario (IPC) and work constructively with the IPC staff to mitigate the extent of the privacy breach, and to review the adequacy of privacy protection with the existing Policy; and
  - 14.4. Senior staff will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.
15. A breach of this Policy may result in disciplinary action up to and including dismissal. A breach by service providers or contractors to the Library may result in termination of the contract
16. MFIPPA provides individuals with a right to access data held about them, including those obtained by video surveillance. Severing the personal information in a recording (including

technological blurring or blocking of the identity of others) may be necessary to allow individual access.

17. Requests for access are to be directed to:

Director of Support Services  
City of Pickering Public Library  
One The Esplanade  
Pickering, ON  
905-831-6265 ext. 6231

18. A staff member receiving an inquiry from the public regarding the Video Surveillance Policy will direct the inquiry to the Director of Support Services.

### Related Documents

- *Freedom of Information and Privacy Policy*

For further information please contact: Elaine Bird, Director of Support Services, Pickering Public Library at 905-831-6265 ext. 6231 or email [elainebird@pickeringlibrary.ca](mailto:elainebird@pickeringlibrary.ca)

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