

Thomas Crane Public Library

Video Surveillance Policy

Policy Statement

The Thomas Crane Public Library strives to maintain a safe and secure environment for its users, staff, and property while protecting individual privacy rights. In order to discourage inappropriate and illegal behavior and enhance the ability to identify and apprehend offenders, video cameras have been installed in certain areas of the Library.

Regulations

Signage & Camera Locations

1. The Library will post signs at all public entrances alerting users to the presence of security cameras for monitoring and recording on Library property, both inside and outside.
2. In general, cameras are located to view service desks, exits, bathroom entrances, and areas prone to vandalism or activity in violation of Library policy.

Access to Video Equipment & Records

3. Video data is recorded and stored digitally. Reception and monitoring equipment is located in a limited-access, secure staff area. Video surveillance will be in effect 24 hours per day.
4. Typically, images will not be routinely monitored in real time, nor reviewed by Library staff, unless specifically authorized by the Library Director.
5. The Director, Assistant Director, Information Technology Coordinator, and Safety Officer are authorized to access the recorders and recorded archival data. The Custodial Supervisor and Senior Building Custodian are authorized to access data for the purpose of investigating after-hours alarm calls and building breaches. Other staff members may be given authorization to access this equipment on an "as needed" basis. Authorized individuals may access or ask other staff to review recorded data for investigative purposes related to a specific incident.
6. Authorized individuals will access data using their own individual account only, except as stated in Regulation #8 below.
7. The Director, Assistant Director, and Information Technology Coordinator are authorized to directly access camera data on the server, and to change the administrative password as needed.
8. The Information Technology Coordinator will perform routine maintenance of the system and cameras as needed. The frequency of viewing and the amount of video viewed at one time will be limited to the minimum needed to give assurance that the system is working and to verify compliance of access policies.

Use of Recordings

9. Recorded data is stored on a hard drive located in a secure staff area. Access to the recorded data is limited to the people listed above who need the information in the performance of their duties. A history of authorized logins will be kept for 30 days.
10. Recorded data will be used only under the following circumstances:
 - For police-reportable events such as break-ins, thefts, vandalism and violent behavior.
 - For administrative actions, e.g. viewing incidents that may lead to excluding individuals from the Library due to cases of public endangerment, vandalism, theft, or violation of the Library's Appropriate Use Policy.
11. Records will be viewed only to investigate pre-defined occurrences. The data will remain the property of the Thomas Crane Public Library and will be treated as confidential.
12. Records will be kept for 30 days unless required as part of an ongoing investigation. Records required for evidence will be saved to a secure file and stored in a secure environment.

Access by Law Enforcement

13. Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.
14. In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to Library users by Massachusetts state law and Thomas Crane Public Library policies on confidentiality and privacy, including but not limited to the protection of personally identifiable information about Library users.
15. For investigations initiated by law enforcement agencies, recorded data will be made available upon presentation of a valid court order establishing probable cause to review the data.

Compliance & Contact Information

16. All Library staff will be made aware of their obligations under federal and state law regarding protection of privacy. Failure to comply with this policy may result in disciplinary action.
17. Questions or concerns about this Video Surveillance Policy or its implementation should be addressed to the Library Director.

*Adopted by Vote of the Library Board of Trustees, September 13, 2010
Amended January 10, 2022*