

SECTION 2: LIBRARY MEMBERSHIP AND USE OF LIBRARY FACILITIES

POLICY 2.12: SECURITY CAMERA SYSTEM

Passed: August 23, 2023

Amended: November 20, 2024

2.12.1 Intent

This policy ensures that any use by the Library of Security Camera Systems appropriately protects the privacy of library visitors and employees, in compliance with the Library's *Policy on Privacy and Confidentiality* and applicable legislation, while promoting public safety and protection of property. The objective is to maintain a safe, accessible, and welcoming environment for all patrons, staff, and service providers, recognizing the importance of building inclusive and respectful spaces.

The purpose of this policy is to ensure the appropriate use of the Security Camera System and the recordings or images collected by the system.

2.12.2 Scope

This policy applies to all security camera systems owned or operated by the Library.

2.12.3 General Principles

- 2.12.3.1 The Library Director serves as the organization's Privacy Officer. The Library Director may delegate this role to another staff member or members, as needed.
- 2.12.3.2 The Security Camera System must be used in accordance with the provisions of the Library's *Policy on Privacy and Confidentiality* and British Columbia's *Freedom of Information & Protection of Privacy Act* ("FOIPPA") legislation.
- 2.12.3.3 The Library Director has the overall responsibility for administration of the Security Camera System Policy.
- 2.12.3.4 The Manager of Finance & Facilities and the Library Director / Privacy Officer have responsibility for overseeing the Security Camera System Policy.
- 2.12.3.5 A Privacy Impact Assessment is required for all security camera system installations. The Manager of Finance & Facilities is responsible for providing the Library's Privacy Officer with Privacy Impact Assessments for all Security Camera Systems.
- 2.12.3.6 The Library Director / Privacy Officer has the primary responsibility for reviewing Privacy Impact Assessments created pursuant to this policy, ensuring that the

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installation complies with *FOIPPA* requirements, and reviewing and implementing recommendations.

2.12.3.7 Logs must be maintained by the Manager of Finance & Facilities for the operation of the security cameras, documenting the location and field of view of the cameras, the dates and times of operation of the system and each access to the system made by library employees or other authorized individuals, as well as the position titles of library employees who have access to the information.

2.12.3.8 Access to the security camera system will be limited to:

- Library Security staff members
- Management Team members
- IT staff members responsible for the installation, maintenance, and management of the system.

The Library may permit other library staff members or representatives of third-party entities who participate in the operation of the facility, such as contract security personnel, to access the images and data of the Security Camera System, with prior approval of the Privacy Officer.

2.12.4 Privacy and Transparency

2.12.4.1 The Library will protect privacy rights when using the Security Camera System.

2.12.4.2 As a general rule, *FOIPPA* requires the Library to notify individuals when their personal information may be collected.

2.12.4.3 The public is notified of the existence and use of security cameras through signage that is clearly written and prominently displayed at the entrance to all locations where a security camera system is in operation:

“To ensure a safe, accessible, and welcoming environment for patrons and staff, and to prevent loss and/or damage of library property, security cameras are used in various locations in the library. Questions? Contact the Manager of Finance & Facilities at 250-563-9251.”

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2.12.5 Collection of Personal Information

- 2.12.5.1 Personal information must only be collected as permitted under the Library's *Policy on Privacy and Confidentiality* and *FOIPPA*.
- 2.12.5.2 A security camera system that collects or may collect personal information may be used only when it is directly related to and necessary for a Library program or activity, such as maintaining the safety or security of individuals, assets or property or to maintain public safety. This includes:
- For security or law enforcement purposes.
 - For legal proceedings including criminal prosecution.
 - For suspensions from the library property and/ or its services due to unlawful activity, damage or theft of library property, or violations of the Code of Conduct.
 - To analyze library space for the purpose of facility, program, and service planning.
 - By consent of the individual(s) whose activities have been recorded.

2.12.6 Approval

All new security camera systems, or material changes or expansion to existing security camera systems, must be approved in advance by the Library Director.

2.12.7 Installation and Placement

Installation and placement of cameras must minimize any potential invasion of privacy.

2.12.8 Use and Disclosure

- 2.12.8.1 Information recorded by a security camera system may only be used or disclosed for the purpose for which it was collected or as otherwise authorized by law.
- 2.12.8.2 Public access requests must be made in writing to the Privacy Officer:
- Only the Library Director / Privacy Officer or delegate may authorize disclosure of information recorded by a security camera system.

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- In order to enable a proper audit trail, logs must be kept of any such instance of disclosure.
- The disclosure will be approved only if the applicant demonstrates a legitimate right of access to the information, including the provision of a warrant or court order should the recordings or images be requested by law enforcement authorities.

2.12.8.3 The Library will not disclose personal information to third parties except in accordance with its *Policy on Privacy and Confidentiality* and *FOIPPA*.

- *FOIPPA* recognizes that there are occasional circumstances where a disclosure of personal information to third parties is in accordance with an enactment of British Columbia, other than *FOIPPA*, that authorizes or requires its disclosure and that is necessary for the protection of the health or safety of an employee or a member of the public.

2.12.8.4 Recorded information may be viewed by the Privacy Officer or delegate for the purpose of processing Freedom of Information requests under *FOIPPA*.

2.12.8.5 Unauthorized access to, use of, or disclosure of information from a security camera system that collects personal information is a breach of this policy.

2.12.9 Logs and Audits

Audits of systems that collect personal information will be conducted by the Privacy Officer on a regular basis in order to confirm compliance with *FOIPPA* and adherence to this policy and the associated procedures.

2.12.10 System Security

The Library is responsible for securing all Security Camera Systems and all personal information they collect, to protect against risks such as unauthorized access, collection, use, disclosure, or disposal of any personal information.

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2.12.11 Reporting

The Privacy Officer will report in writing to the Library Board immediately following the investigation of any significant breaches of this policy which could significantly impact an individual or the Library.

2.12.12 Procedures

The Manager of Finance & Facilities, the Privacy Officer, or the Library Director may make or amend procedures as needed, provided they are consistent with this policy.

- 2.12.12.1 All security camera recordings will be retained for **no more than 30 days** from the date of creation, and destroyed at the end of this retention period unless:
- The recorded information reveals an incident that contains personal information about an individual and the Library uses this information to make a decision that directly affects the individual, in which case the security camera recording must be retained for at least one year after the decision is made, in accordance with *FOIPPA*.
 - An individual requests access to recordings that contain their personal information, under *FOIPPA*.
 - A request is made by law enforcement to preserve the recorded information in response to a valid subpoena, warrant or court, in which case the security camera records must be retained for 10 days after the expiry of the applicable limitation period, or 10 days after the expiry of the appeal period, or 10 days after the settlement or other resolution of litigation.

2.12.13 Breach of Policy

- 2.12.13.1 Complaints about breach of this policy must be made to the Manager of Finance & Facilities, who will give notice of the complaint to the Library Director. The Library Director, or their delegate, will carry out an investigation.
- 2.12.13.2 Where it is alleged that the breach was by an employee of the Library and an investigation is to take place, Human Resources will be notified in advance of the investigation.

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- 2.12.13.3 After the investigation, the investigator will prepare a written report appropriate to the degree of the alleged breach.
- 2.12.13.4 A copy of the report will be provided to the Management Team to determine the course of action in consultation with Manager of Finance & Facilities and Library Director.
- 2.12.13.5 In an appropriate case, the report may contain a finding of facts, and recommendations aimed at ensuring that the policy or procedure will be followed in future.