

COMMITTEE: Strategic Leadership Team

TOPIC: Operating Policies

ESTABLISHED: November 18, 2020

PASSED: November 26, 2020

AMENDED:

REVIEW PERIOD: As required

MANAGEMENT GUIDELINES

All staff should ensure awareness and understanding of this document. Supervisors and Managers are responsible for implementing these guidelines and for reinforcing them with their staff to ensure continued motivation and application.

StoryLab is made up of bookable closed-door studios and non-traditional library equipment with high value. The Library has installed three (3) video surveillance cameras for the following purposes:

- The protection and safety of people and their property while occupying library facilities.
- The protection of library assets.
- For law enforcement purposes.

1. The surveillance cameras will record the activity in library spaces to aid with:

- Crime Detection
- Protection of staff when dealing with difficult situations
- Deterrent effect, for example for theft or vandalism

2. CCTV at the Library is used in accordance with the guidelines of the Office of the Information and Privacy Commissioner for British Columbia's **Public Sector Video Surveillance Guidelines** (January 2014), best practice for the collection of information through video or audio surveillance.

3. Clearly written and prominently displayed signage informs the public that video recording is present:

Locations in this building are monitored by video surveillance to prevent loss or damage to library property and for public safety purposes. Questions? Contact NVDPL's Privacy Officer/Director of Library Services at 604-990-3740 or in person at 300-1277 Lynn Valley Rd., North Vancouver, BC, V7J 0A2."

4. All recordings will be retained for 30 days and destroyed on a routine basis, unless specifically set aside for response to an incident inquiry.

5. The Library will exercise a high degree of care when using video recording systems in order to protect privacy rights. Library Director will periodically audit the use and security of the surveillance system to ensure compliance with video surveillance privacy protocols.

6. The Library will not disclose personal information to third parties except in accordance with its Protection of Privacy Policy and FIPPA.
7. Complaints about breach of this policy must be made to the Library Director/Privacy Officer. Investigation and written report appropriate to the degree of the complaint will be prepared to assess any alleged breaches of privacy.
8. **Personnel Authorized to Use and Operate the Equipment and Use or View Records:**

Library Director and Manager, Welcoming Initiatives are responsible for reviews of recordings when needed. Library Director/Privacy Officer has the primary responsibility for reviewing recordings pursuant to Privacy and Confidentiality policies of the library, and Privacy Impact Assessments. The Privacy Officer is also responsible for Freedom of Information requests related to records collected via video recording equipment.

The Digital Recording equipment will be located in a key access protected server room and will not be accessed by the public or by staff generally. Data will be stored locked and stored only locally. Personnel authorized will be as follows:

Use and operation of the equipment:

- Manager of Innovation and Learning
- Systems Librarian
- Systems Technician

Use or view the records:

- Library Director
- Manager, Welcoming Initiatives

RELATED POLICIES

- PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY (B-OP-10)