

Wilbraham Public Library

Security Camera Policy

Purpose/Rationale

The Wilbraham Public Library offers a welcoming, open atmosphere where patrons can use library resources in a comfortable and safe environment. The Wilbraham Public Library makes every reasonable effort to ensure library facilities and resources are available and used for their intended purpose to the maximum extent possible. These efforts include deterring vandalism, theft, and behaviors that endanger individual security and safety. To that end, the Wilbraham Public Library uses security cameras to record activity in areas that staff cannot monitor in order to deter impermissible activity and identify those responsible for it. While the protection of Wilbraham Public Library property and resources is a goal, visitor and staff safety is the primary concern. The Wilbraham Public Library adheres to federal, state, and local laws relating to the confidentiality of library records, the protection of individual privacy, and the disclosure of public records.

Privacy and Confidentiality

- Cameras will not be placed in areas where there is an expectation of privacy such as restrooms or private offices.
- Every caution is taken so that cameras do not support identification of a person's reading, viewing, or listening activities.
- Confidentiality/privacy issues prohibit the general public from viewing camera footage that contains patron information. If the library receives a request from the general public to inspect security camera footage which contains patron information, they will be advised to submit a public records request.
- In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to library users by Massachusetts State law, Wilbraham Public Library policies, and the American Library Association policies on confidentiality.
- The Wilbraham Public Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Placement of cameras

- The Wilbraham Public Library security cameras are placed at locations where staff cannot adequately monitor the activity of Wilbraham Public Library visitors and where people lack a reasonable expectation of privacy. Examples of camera placement include common areas such as entrances, stairwells, storage areas, public computers, and areas prone to theft or misconduct.
- The placement of cameras is determined by the Library Director in consultation with town security professionals and the Wilbraham Public Library Board of Trustees.

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- Use and placement of security cameras is subject to the approval of the Wilbraham Public Library Trustees.
- Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy, such as restrooms or private offices, nor are they positioned to identify a person's reading, viewing, or listening activities in the library.

Public notice

Signage to indicate that security cameras are being used will be posted at Wilbraham Public Library entrances and on the Wilbraham Public Library website at all times.

Security and Data

- The Wilbraham Public Library does not commit to real time monitoring. Staff and visitors are urged to attend to their personal belongings as the Wilbraham Public Library does not assume responsibility for their safe keeping. The Wilbraham Public Library is not responsible for the loss of personal property or personal injury.
- Images are stored for 14-30 days, although data may be preserved for longer in the case of an ongoing investigation.
- Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property, or actions considered disruptive to normal library operations as set forth in Wilbraham Public Library policies.
- Access to the archival footage in pursuit of documented incidents of injury, criminal activity, or violation of the Wilbraham Public Library Policy is restricted to designated library staff and Town of Wilbraham technology staff.

Usage and Access

- The Director or Director's designee may use security camera footage to request law enforcement review for assessing a security risk or as part of an investigation.
- Requests for viewing images by law enforcement officials must be presented to the library director or designee.
- Images from library cameras may be shared with law enforcement entities if the Wilbraham Public Library Director is presented with a subpoena, a court order, or when otherwise required by law.
- The general public is not allowed access to security camera footage out of respect for confidentiality and privacy issues, regulations, and laws.
- Emergency responders: If an emergency situation arises at the Wilbraham Public Library, Wilbraham police, or other appropriate first responders, are granted temporary access to the

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library's live camera feed to manage the emergency response. This access will be terminated once the situation is under control and the immediate danger to public safety has passed as determined by the Director and emergency responders. The requesting officer is required to provide their name, agency, badge number, the nature of the emergency, and the extent of data requested.

- Access to security camera footage is restricted to designated Wilbraham Public Library and Town of Wilbraham technology staff. The library director and Board of Trustees have the authority to designate library staff members who may access real time or recorded footage.
- Law enforcement may be called by staff if there is a real or perceived threat to safety.
- In situations involving banned patrons, stored still images may be shared with library staff. Shared images may remain posted in restricted staff areas for the duration of the banning period.

Board Review

- The Board of Trustees of the Wilbraham Library will review the Security Camera policy and regulations periodically while reserving the right to amend them at any time.
- The Wilbraham Public Library Trustees reserve the right to consult legal counsel in matters involving warrants or subpoenas seeking access to security footage.

Approved by Wilbraham Board of Library Trustees, January 18, 2022