

# Holyoke Public Library Security Camera/Video Surveillance Policy

## Statement of Purpose

The Holyoke 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 criminal activity and violations of library policy and to enhance the ability to identify and apprehend criminal offenders, the library has installed security cameras that record video images in certain areas of the Library. In addition, the Holyoke Police Department monitors a set of cameras outside the building.

## Privacy and Confidentiality

Camera placement shall be determined by the Library Director or their designee. It is not the intent of the Holyoke Public Library to violate anyone's reasonable expectation of privacy. Cameras are placed outside of restrooms.

Cameras are not positioned to identify a person's reading, viewing or listening activities. However, to the extent that any recorded images include identifiable persons requesting information or checking out an item, such records shall be treated as confidential, to the extent permissible by law, and under the confidentiality and privacy policies of the Library.

## Public Notice

The Library will post signs at all public entrances alerting users to the presence of internal and external security cameras for monitoring and recording on Library property.

Because security cameras are not routinely monitored, staff and patrons should take appropriate precautions for their individual safety and for the security of personal property. Neither the Holyoke Public Library nor the City of Holyoke is responsible for the loss of property or personal injury and no assurances of safety are being provided as a result of the use of video cameras.

## Data Storage and Access

Cameras will record activities in real time, 24 hours a day, and images will be saved to the camera server's hard drive. Reception and recording equipment is stored in a limited-access, secure staff area. Password access to remote viewing is reserved to the Library Director or Assistant Director. The Library Director holds the authority to designate Library staff members who may access real time or recorded footage.

Digital images will be removed after one month, provided no criminal activity or policy violation has occurred or is being investigated. Digital records and still photographs may be used by

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Library security and other authorized individuals to identify those responsible for library policy violations, criminal activity on Library property, or actions considered disruptive to normal library operations as delineated in the Library's Rules of Behavior Policy. Digital records will be maintained as long as considered necessary by the Library Director or the City of Holyoke.

In circumstances involving trespassed/banned patrons, stored still images may be shared with staff. Shared images may remain posted in restricted staff areas for the duration of the banning period. After the banning period ends, these images will be archived in the Administrative Offices for 5 years.

Patrons who experience a crime such as theft of personal possessions while at the library must submit a report to law enforcement.

### [Law Enforcement Access to Real Time or Recorded Digital Images](#)

General requests for viewing of real time or recorded images by law enforcement officials must be presented to the Library Director. If the Library Director is unavailable, such requests shall be presented to the administrative or supervisory staff designated by the Library Director to hold such authority.

Digital still images or video from Library cameras are shared with public safety and law enforcement entities under the following conditions:

- When needed as evidence of criminal activity taking place in the Library building, on Library property, or in the immediate vicinity
- When pursuant to a subpoena, court order, or when otherwise required by state or federal law.

The Library and the Board of Directors reserves the right to consult legal counsel in matters involving warrants or subpoenas seeking access to security footage.

### [Emergency Responders Access to Real Time Camera Feeds](#)

In the event of notification of an emergency situation at the Library, Holyoke Police or other appropriate public safety/law enforcement authorities, are granted temporary access to the Library's live camera feed in order to coordinate the emergency response. This may include requests for recorded footage. This access must be terminated once the situation is under control and the immediate danger to public safety has passed.

### [Unauthorized Access or Disclosure](#)

A copy of this, or any Library policy, may be shared with any patron or member of the public upon request. 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. Any library employee who becomes aware of any unauthorized disclosure of a video

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record and/or a potential privacy breach has a responsibility to immediately inform the Library Director of the breach.

### Disclaimer

The Holyoke 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.

This policy does not guarantee that there will always be security cameras on and working or facing toward any particular location. Patrons should not rely exclusively on library security cameras for their safety or to redress personal incidents of criminal activity.

Questions or concerns about this Security Cameras/Video Surveillance Policy or its implementation should be addressed to the Library Director.