

The Carlsbad Public Library strives to provide a safe, secure environment for library patrons and staff. As library staff are unable to provide direct supervision of all areas within the library and library grounds, video security cameras are placed at select locations in lieu of direct supervision. Security cameras are used to protect the safety and well-being of visitors and staff, monitor the status of the building and its contents, and to investigate and discourage violations of the Library Patron Code of Conduct.

**A. Placement Guidelines and Public Notice**

1. Security cameras may be installed in outdoor and indoor places where individuals lack a reasonable expectation of privacy. Examples include public common areas of the library such as parking lots, entrances, seating areas, walkways, and service desks.
2. Security cameras may also be installed in areas prone to vandalism, theft, or misconduct such as visually restricted areas, rare or valuable collection material areas, or where money is stored.
3. Cameras will not be placed in areas where individuals have a reasonable expectation of privacy such as public restrooms or staff office areas.
4. Cameras will not be positioned to monitor or identify an individual's reading, viewing, or listening activities. Any recorded images which include identifiable persons requesting information or checking out materials, or inadvertent views of protected information shall be treated as confidential by library staff.
5. Signage will be displayed at all library entrances advising of the presence of security cameras and the recording of video images. Conversations and other audible communications will not be recorded.

**B. Access to Recorded Images**

1. The Library Director and designated library staff members may access video in real time or recorded formats.
2. Circumstances in which designated staff may access images include, but are not limited to, observation of areas beyond view of staff work stations during operating hours; report of

suspicious behavior; instances of policy violation, criminal activity, destruction or theft of library property or assets; or other activity that is disruptive to library operations or pose a safety hazard.

### **C. Use/Disclosure of Video Records**

1. Video records and still photographs may be used by authorized library staff to identify those responsible for library policy violations, criminal activity on City of Carlsbad property, actions considered disruptive to library operations, or activities posing a safety hazard.
2. Information and images of individuals involved in library incident reports, in activities violating the Library Patron Code of Conduct, or individuals under Criminal Trespass Warning may be shared with City staff department-wide for an indefinite time period.
3. Requests for release of library protected records, including video images, must be a process, subpoena or court order authorized pursuant to federal, state, or local law relating to civil, criminal, administrative, or legislative investigative power. The Library Director will refer all such requests to the City Attorney's office. However, the Library will cooperate immediately with law enforcement requests in cases of emergency or when time is of the essence regarding issues of patron or staff safety.
4. Confidentiality/privacy issues prohibit the general public from viewing library security camera footage. Individuals requesting access to library video records will be advised to file a police complaint regarding their incident or event.
5. Unauthorized access or disclosure of confidential library records, including video recordings, may result in disciplinary actions up to and including dismissal. Any library staff member who becomes aware of any unauthorized disclosure of a video recording or other privacy breach has a responsibility to immediately inform the Library Director.

### **D. Data Storage**

1. Library security camera images are stored digitally on local hardware in a controlled area. Images may be kept for as long as storage space allows, with newer images overwriting the oldest images.
2. Recordings are not normally reviewed nor monitored in real time. Patrons are advised to monitor their children and secure their personal property.
3. If an incident comes to the attention of the Library Director, relevant recorded images may be reviewed and retained for as long as necessary.

**E. Questions or Exceptions**

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours.
2. Exception requests to this library policy may be made to the Library Board of Trustees at any regularly scheduled meeting.