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The Mississippi Mills Public Library strives to maintain a safe and secure environment for customers and staff members while protecting individual rights to privacy. The Library recognizes the use of surveillance cameras at Library facilities as part of an overall strategy to ensure the safety of persons and property.

This policy and accompanying procedures adhere to privacy requirements set out in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and are developed to follow the guidelines set out by the Information and Privacy Commission of Ontario.

### **Collection of Information**

The Library collects images and video clips through surveillance cameras to ensure the security and safety of staff members and individuals using the Library, as a deterrent to unlawful behavior, and to monitor unauthorized individuals on Library property. The Library recognizes the need to balance an individual's right to privacy with the need to keep Library facilities and properties operating in a safe and secure manner.

### **Disclosure of Information**

The Library will not disclose personal information related to a visitor or patron to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of MFIPPA. Disclosure is permitted in some situations, including the following:

- Subsection (g), disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result

### **Notice of Use of Video Systems**

In order to provide notice to individuals that video is in use, the Library shall post signs at entrances and/or on the perimeter of the area(s) under video surveillance.

The notification requirements of this sign must satisfy the notification requirements under section 29(2) of MFIPPA, which includes:

- the legal authority for the collection of personal information

- the principal purpose(s) for which the personal information is intended to be used
- the title, business address, and telephone number of someone who can answer questions about the collection of information

## **Video Surveillance Equipment**

When installing the video surveillance system, the following must be considered:

- Given the open and public nature of the Library's facilities and the need to provide for the safety and security of employees and customers who may be present at all hours of the day, the Library's video surveillance systems may operate at any time in a 24 hour period.
- The video equipment should be installed to only monitor those spaces that have been identified as requiring video surveillance.
- The ability to adjust cameras should be restricted, if possible, so that cameras cannot be adjusted or manipulated to overlook spaces that are not intended to be covered by the video surveillance program.
- Equipment should never monitor the inside of areas where the public and employees have a higher expectation of privacy (e.g. washrooms).
- Where possible, video surveillance should be restricted to periods when there is a demonstrably higher likelihood of crime being committed and detected in the area under surveillance.
- Reception/recording equipment must be located in a strictly controlled access area. Only designated staff, or those properly authorized in writing by the CEO/Chief Librarian or designate, shall have access to the controlled access area and the reception/recording equipment.
- Every reasonable attempt should be made to ensure video monitors are not in a position that enables the public and/or unauthorized staff to view the monitors.

## **Custody, Control, Retention and Disposal of Video Records/Recordings**

The Library retains custody and control of all original video records not provided to law enforcement officers. Video records are subject to the access and privacy requirements of MFIPPA, which include but are not limited to the prohibition of all Library employees from access or use of information from the video surveillance system, its components, files, or database for personal reasons.

The Library will take all reasonable efforts to ensure the security of records in its control/custody and ensure their safe and secure disposal. Old storage devices must be disposed of in accordance with applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may vary depending on the type of storage device.

Records and information collected from the video recording system are subject to the following retention periods:

- Information will be retained for a maximum of thirty (30) days from the date of the original collection by the video recording system, except as described below
- Information collected from the video recording system used by the Library or a law enforcement agency as part of a criminal, safety, or security investigation or for evidentiary purposes will be retained for two (2) years from the conclusion of the matter for which it has been used

### **Access to Surveillance Records**

Access to video surveillance records, including images or footage, logbook entries, etc. is restricted to authorized staff members and security personnel. Access is limited to:

- individuals responsible for the operation or administration of the system
- individuals who have a legitimate need to access information for one of the purposes indicated in this policy
- individuals whose request for access under MFIPPA, as amended, has been granted

Operators will be appropriately trained and supervised in the responsible use of cameras and recording equipment.

Documentation outlining procedures and processes with the management of the video surveillance equipment shall be created and maintained.

### **Formal Access Requests Process**

All formal requests for video records should be directed to the Chief Executive Officer or designate. Requests are subject to the Municipal Freedom of Information and Protection of Privacy Act.

### **Use of Information Collected**

Recorded material will only be used for the purposes defined by this Policy and in accordance with MFIPPA and associated procedures.

The information collected through video surveillance is used only:

- to provide law enforcement agencies with evidence related to an incident under investigation
- to investigate a critical injury as defined by and reported to the Ministry of Labour
- to respond to a request for information under MFIPPA
- to aid in the investigation of an insurance claim
- to aid in the deterrence of inappropriate and/ unlawful conduct by the public and staff
- as required by law

When recorded images from the cameras must be viewed for law enforcement or investigative reasons, it will be undertaken by authorized personnel only, in a private, controlled area that is not accessible to other employees or the public.

### **Unauthorized Access and/or Disclosure (Privacy Breach)**

Any Library staff member who becomes aware of any unauthorized disclosure of a video record in contravention of this Policy, or a potential privacy breach has a responsibility to ensure that the CEO or designate is immediately informed of the breach.

The following actions will be taken immediately:

- Library staff shall work to mitigate the extent of the privacy breach, and to review the adequacy of privacy protection with the existing Policy
- The CEO or designate shall investigate the cause of the disclosure with the goal of eliminating potential future occurrences
- Staff members shall work with the CEO or designate to take all reasonable actions to recover the record and limit the record's disclosure
- The CEO or designate, where required, shall notify affected parties whose personal information was inappropriately disclosed and/or the Information and Privacy Commission of Ontario (IPC)

### **Inquiries from the Public Related to the Video Surveillance Policy**

A staff member receiving an inquiry from the public regarding the Video Surveillance Policy shall direct the inquiry to the CEO or designate.