

## 2.20 Security Camera Policy

The Town of Chelmsford maintains security cameras inside and outside of Chelmsford Public Library buildings to help ensure the safety of Library patrons and staff. The cameras also serve as a deterrent to theft, vandalism, illegal activities, or violations to the Library's Appropriate Library Behavior policy in the Library and on Library grounds.

### **Privacy/Confidentiality**

The Library strives to protect patron privacy and confidentiality. Signs are posted on the Library doors indicating that cameras are in use. Cameras will not be placed in areas where there is a reasonable expectation of privacy, such as in restrooms, nor positioned to identify a patron's reading, viewing, or listening activities.

### **Use/Disclosure of Security Camera Data**

This system is not continuously monitored, so patrons and staff should take appropriate precautions for their safety and for the security of their personal property. Real-time displays are available to Library staff, law enforcement and other designated Town employees to aid in monitoring entrances.

The Library Director, Assistant Directors, law enforcement officials and other authorized Town employees may review security camera recordings following a violation of the Library Code of Conduct. These images may be used to identify those responsible for Library policy violations, criminal activity on Library property, or actions considered disruptive to normal Library operations.

Video records or still photographs may be shared with Library staff when appropriate, upon approval by the Director, to identify those suspended from Library property and to maintain a safe, secure and policy-compliant environment.

Requests for security camera footage or still photographs from the public are governed by the Freedom of Information Act. Data will not be released by the Library to individuals.

Requests from the public must be submitted through the Town of Chelmsford's FOIA portal at <https://www.townforms.com/FOIADirect-ChelmsfordMACitizens>

### **Retention of Digital Images**

The recorders and the recorded data are located in a limited access, controlled area. This equipment is a part of the Town of Chelmsford's video security system and governed by its

data retention policy. The length of time videos are stored varies depending on how much is recorded, but is typically deleted after 90 days, unless required as part of an ongoing investigation or litigation. Hard copies of still images may be kept indefinitely as part of incident reports or posted in restricted staff areas for the duration of a patron's banned period.

*Revised and Re-adopted, Board of Library Trustees, February 2025*

*Approved, Board of Library Trustees, February 2019*