



PUEBLO CITY-COUNTY

# Library District

[www.pueblolibrary.org](http://www.pueblolibrary.org)

## CUSTOMER CONDUCT

### 03.06.04 Video Surveillance

In support of PCCLD's mission, the library strives to provide a welcoming and safe environment where people can use the library's facilities and resources. The library has installed video surveillance cameras to promote safety for customers and staff and to provide extra security for PCCLD's valuable resources and facilities. The purpose of this policy and the following procedures are to establish guidelines for the placement and use of video surveillance cameras as well as the access and retrieval of recorded digital images.

Video surveillance will be used, when necessary and under specific guidelines, to provide staff and law enforcement assistance in investigating and prosecuting criminal activity and violations of ~~PCCLD's the Library's Code~~ **Library Rules** of Conduct.

Cameras will be installed to cover entrances and exits to and from ~~the~~ **library** buildings, near elevators and stairs, near valuable collections or resources, public use areas, and delivery areas. They will not be used where staff and customers have an **reasonable** expectation of privacy such as inside of restrooms. There will be public notice of video surveillance equipment in use in the building.

The Executive Director and ~~their his/her~~ designee(s) will have access to real-time **video feed monitors** and archived **footage materials** to pursue alleged violations of **Library Rules** ~~the Library's Code of~~ Conduct and/or incidents of criminal activities. No content may be released without the express **verbal or** written permission ~~from of~~ the Executive Director or ~~their his/her~~ designee.

#### See Also:

[03.06.01](#)

*Acceptable Library Use and Safety*

[03.06.03](#)

***Library Rules** ~~Customer Code~~ of Conduct*

[03.06.01.G1](#)

*Guidelines Governing Use of the Library*



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## CUSTOMER CONDUCT

### 03.06.04.G1 Video Surveillance Guidelines

Video surveillance cameras will be placed in areas to permit designated Library staff to view real-time monitors on desktop computers, placed in secure areas to ensure private access.

Video surveillance cameras will not constantly be monitored; therefore, staff and public should take appropriate precautions for their safety and the security of personal belongings. PCCLD is not responsible for personal injury or loss of property.

Access to archived video surveillance camera footage in pursuit of violations of the ~~Library's Customer Code~~ PCCLD's **Library Rules** of Conduct and documented incidents of criminal activity are restricted to the staff approved by the Executive Director ~~and/or their higher designees~~.

Police access to archived video surveillance camera footage is given pursuant to a subpoena, court order, or other situations required by law when such requests are submitted to the Executive Director or ~~their higher designee~~. **Video surveillance camera footage will not be released to or viewed by library patrons under any circumstances.**

Stored still images of barred and/or suspended customers may be shared **with discretion internally** by **library** staff district-wide. These images may be posted **on the staff intranet and** in restricted staff areas for the duration of the suspension or the length of time customers are barred.

Images will generally be stored for an average period of 30 days. As new images are recorded, the oldest images will be automatically deleted except for selected digital video which may be **archived saved** as long as needed.

Questions from the public may be directed to the **Manager of Security Services, Associate Director of Public Services or the** Executive Director.

~~A copy of this guideline may be shared with members of the public upon request. The policy and guidelines are also posted on PCCLD's website.~~

#### See Also:

[03.06.01](#)

*Acceptable Library Use and Safety*

[03.06.03](#)

***Library Rules** ~~Customer Code~~ of Conduct*

[03.06.01.G1](#)

*Guidelines Governing Use of the Library*

[03.08.01.R2](#)

*Legal Citations*

#### **CUSTOMER SERVICE - CUSTOMER CONDUCT**

*Video Surveillance Guidelines*

**Adopted: 12-07-2012**

**03.06.04.G1**



# PUEBLO CITY-COUNTY Library District

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## CUSTOMER CONDUCT

### 03.06.04.G2 Environmental Sensor Guidelines

In support of PCCLD's mission, the library strives to provide a welcoming and safe environment where people can use the library's facilities and resources. The library has installed environmental sensors to promote the health, safety, and well-being of customers and staff. The purpose of this procedure is to establish guidelines for the placement and use of environmental sensors.

Environmental sensors are located in library restrooms to detect chemical changes in the surrounding area's air quality. Environmental sensors are connected to the library's video surveillance equipment. When there is a change in air quality, the sensor will activate surveillance equipment to help identify the person(s) responsible for the change in air quality. Public notice of environmental sensors and video surveillance equipment is posted in libraries equipped with this technology.

The Executive Director and their designee will have access to real-time monitors and archived data generated by environmental sensors to investigate alleged violations of PCCLD's Library Rules of Conduct and/or incidents involving criminal activity. No content may be released without the express verbal or written permission of the Executive Director or their designee.

**See Also:**

03.06.01	<i>Acceptable Library Use and Safety</i>
03.06.01.G1	<i>Guidelines Governing Use of the Library</i>
03.06.03	<i>Library Rules of Conduct</i>
03.06.04	<i>Video Surveillance</i>
03.06.04.G1	<i>Video Surveillance Guidelines</i>
03.08.01.R2	<i>Legal Citations</i>