



Hollis Social Library • 2 Monument Square • Hollis, NH 03049
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Security Camera Policy

The Hollis Social Library is committed to establishing and maintaining an environment that is safe and secure for both staff and library users. This policy is intended to establish guidelines for the placement and use of security cameras, as well as the access and retrieval of recorded video images at the Hollis Social Library. This policy is not intended to compromise the privacy of Library users.

A. Purpose

1. The Library uses security cameras to enhance the safety and security of Library users and staff by discouraging violations of the Library's policies, assisting Library staff in preventing the occurrence of any violations, and when necessary, providing law enforcement assistance in prosecuting criminal activity.
2. Cameras are not installed nor will they be used for the purpose of routine staff performance evaluations.
3. Security cameras are not continuously monitored so staff and public should take appropriate precautions for their safety and for the security of personal property. Neither the Hollis Social Library nor the Town of Hollis is responsible for loss of property or personal injury.
4. This policy shall not impose any responsibility on the Library, its Board of Trustees, or its employees to protect against or prevent personal injury or loss of property.

B. Privacy and Confidentiality

1. The location and number of security cameras shall be determined by the Library Director in consultation with the Board of Trustees as necessary.
2. Security cameras are installed in both indoor and outdoor places where individuals lack a reasonable expectation of privacy. Possible locations include, but are not limited to, entrances, public seating areas, service desks, parking areas.
3. Security cameras are not placed in areas where there is a reasonable expectation of privacy such as restrooms or private offices.
4. To the extent that the security cameras have audio capability it will remain off at all times. At no time will conversations be monitored or recorded by the security cameras.

5. The Hollis Social Library abides by the 'Code of Ethics of the American Library Association' that acknowledges the paramount importance of Library patron privacy:
 - a. "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted."
(ALA Code of Ethics)

6. In addition, the Library adheres to New Hampshire laws regarding the confidentiality of library records:
 - a. "Library records which contain the names or other personal identifying information regarding the users of public or other than public libraries shall be confidential and shall not be disclosed except as provided in paragraph II. Such records include, but are not limited to, library, information system, and archival records related to the circulation and use of library materials or services, including records of materials that have been viewed or stored in electronic form."
(NH RSA 201-D:11 Library User Records; Confidentiality)

C. Public Notice

1. Signs will be posted at the Library entrances informing the public that security cameras are in use.
2. A copy of this policy may be shared with any Library user or staff member upon request. The policy will also be posted on the Library's website.

D. Data Storage

1. Security cameras will record activities in real time. Recorded data is confidential and secured in a controlled area.
2. Security camera recordings will generally be retained for approximately 30 days, with the exception of records retained due to police investigation, litigation, or other operational need as determined by the Library Director.
3. The Library does not guarantee that security cameras will be operating at all times or that recordings will be successfully retained.

E. Access to Recorded Data

1. Only authorized personnel designated by the Library Director may view real-time or recorded images.
2. Any and all camera footage that is subject to the Library's system, including but not limited to, real time images or recorded images are subject to the control of the authorized personnel as outlined above. As such, the authorized personnel must approve the release of any of the aforesaid footage in accordance with this policy.
3. Security camera recordings are not to be used directly or indirectly to identify the activities of individual Library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected

violation of Library policy, or incidents where there is reasonable basis to believe a claim may be made against the Library for civil liability.

4. Authorized personnel may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.
5. In situations involving banned-and-barred patrons, archived video recordings and still images may be shared with Library staff system-wide. Shared images may remain posted in restricted staff areas for the duration of the banning period. The general public will not have access to this information.

F. Law Enforcement

1. All requests for the viewing of real time or recorded images by law enforcement officials must be presented to the Library Director or Library staff designated by the Library Director to hold such authority.
2. Law enforcement officials may view recorded images unless such images include confidential Library patron records protected by RSA 201-D:11. Such records shall be released only pursuant to a valid court order.
3. Access is also allowed by police, and emergency personnel, when pursuant to a subpoena, court order, emergency situation, or when otherwise required by law.

G. Public Disclosure

1. Confidentiality and privacy issues prohibit the general public from viewing security camera footage. If the Library receives a request from the general public to inspect security camera footage pursuant to an alleged crime, they will be advised to contact the police.

H. Disclaimer of Responsibility

1. The 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 Library users and/or staff have no reasonable expectation of privacy.

I. Policy Review

1. This policy shall be reviewed every two years by the Library Director and Board of Trustees to ensure accuracy and relevance. It may also be reviewed at any time should the need arise.

Approved: January 8, 2024

Reviewed/Revised: June 9, 2026

Reviewed by Legal Counsel: December 2023