Use of Security Surveillance Technology

Keene State College Policies and Procedures

Use of Security Surveillance Technology

Section Menu

Policy statement – draft 05/17/06; revised 11/27/06; 11/29/06

I. Purpose

The purpose of this policy is to establish the standards controlling the design, installation, functionality and operation of security surveillance systems at Keene State College.

II. Scope

This policy applies to all College personnel in the use of video monitoring and recording equipment and systems.

III. Guiding Principles

1. The Keene State College Department of Campus Safety is committed to enhancing the quality of life of the campus community by integrating the best security practices with state-of -the-art technology. The use of security surveillance is a critical component of a comprehensive security plan.
2. The primary purposes for the use of security surveillance technology are to deter crime, investigate crimes and policy violations and identify involved parties, and to assist Campus Safety in protecting the safety and property of the college community.
3. Monitoring for security purposes will be conducted in a professional, ethical and legal manner. Personnel involved in the use of equipment will be appropriately trained and supervised in the responsible use of this

technology.

4. Information obtained through recording and/or monitoring may be used for security and law enforcement purposes and for compliance with college policy. Information obtained through video recording/monitoring will only be released when authorized by the President; VP of Student Affairs; Director of Campus Safety, or the Office of General Counsel, according to the procedures established in this policy. All recordings are the property of Keene State College.
5. Monitoring for security purposes will be conducted in a manner consistent with all existing College policies, including the Policy Against Discriminatory Harassment. The College prohibits video monitoring based solely on specific characteristics and classifications (e.g., race, color, religion, sex, age, national origin, marital status, veteran's status, sexual orientation, or disability).
6. Video monitoring of areas for security purposes at the College is limited to locations that do not violate the reasonable expectation of privacy as defined by law. Such areas include private office spaces, classrooms, restroom facilities and locker rooms, except for legitimate purposes such as investigations of criminal activity.
7. Campus Safety Officers are prohibited from using and/or disseminating any information acquired without the expressed permission of the Director of Campus Safety or designee. All information and/or observations made in the use of CCTV or voice monitoring equipment are considered confidential and can only be used for official College and law enforcement business upon the approval of the President, VP of Student Affairs; Director of Campus Safety; the Office of General Counsel or by court order.
8. Except as indicated below, all video camera installations will be visible. Under no circumstances will "dummy" cameras be used.
9. The equipment used by the College does not normally possess the capability of recording sound however, in cases where sound is recorded, appropriate notice will be provided either by posted signage or by telephonic notice.

IV. Responsibilities

1. The Keene State College Department of Campus Safety is the department authorized to oversee and coordinate the use of security surveillance equipment for safety and security purposes at the College.
2. The Director of Campus Safety and/or his/her designee, has the responsibility to authorize the use of security surveillance equipment for safety and security purposes at the College. All new installations will follow the Department of Campus Safety operating principles and must be authorized by the Department.
3. The Department of Campus Safety, in consultation with other appropriate offices, will monitor new developments in the relevant law and in security industry practices to ensure that monitoring at the College is consistent with the highest standards and protections.
4. The Department of Campus Safety is responsible for ensuring that the security surveillance program is evaluated periodically according to the following criteria:
    1. Impact on crime/damage/public order
    2. Impact on neighboring areas without CCTV
    3. Review of security surveillance policy statement

V. Procedures

1. All operators and supervisors involved in the use of security surveillance equipment and systems will perform their duties in accordance with applicable state law and College and Department Rules and Regulations.
2. Only Campus Safety and other authorized personnel will be permitted access to view monitors. The public will not be permitted to view monitors at any time except for proper and lawful reasons.
3. Camera locations are determined by the Director of Campus Safety or his/her designee before installation takes place.
4. The Department of Campus Safety or its designee will post signage in appropriate internal areas to indicate the use of video surveillance. Signage will state: THESE PREMISES MAY BE UNDER VIDEO SURVEILLANCE or similar. Use of video surveillance in exterior areas will not require such

posting.

5. In cases where sound is recorded, the Department of Campus Safety or its designee will post signage in appropriate areas to indicate the use of voice monitoring or, in the case of recorded telephone lines, notice will be provided by the individual answering the call immediately after the greeting, stating THIS CALL IS BEING RECORDED or similar. Use of voice recording will be limited to the Department of Campus Safety in compliance with NH RSA 570-A:2:

   II. It shall not be unlawful under this chapter for:

   (h) Any municipal, county, or state fire or police department, the division of emergency services, communications, and management as created by RSA 21-P:36, including the bureau of emergency communications as defined by RSA 106-H, ***or any independently owned emergency service, and their employees in the course of their employment, when receiving or responding to emergency calls, to intercept, record, disclose or use a telecommunication, while engaged in any activity which is a necessary incident to the rendition of service or the protection of life or property****.*

6. Recorded events are stored temporarily on Digital Video Recorder (DVR) or digital voice recorder unless retained as part of a criminal investigation or court proceeding (criminal or civil), or other bona fide use as approved by the Director of Campus Safety. Information may be “burned” to a CD and saved when deemed necessary to investigate violations of policy or law.
7. The recording devices are capable of storing images and information up to approximately 30 days, depending on the amount of recording taking place. The DVRs automatically record over the oldest image when the hard drive is full.
8. Periodically the College experiences patterns of criminal activity, both to persons and property. In an effort to combat these problems, either by deterring the activity or apprehending violators, the College may use video equipment for covert surveillance purposes. As previously noted, the cameras will not be installed in any area that would violate the reasonable expectation of privacy as defined by law. No further announcement will be

made prior to the actual placement of video equipment.

9. Cameras are NOT monitored under normal operating conditions, but may be monitored periodically for legitimate safety and security purposes that include the following: high risk areas, restricted access areas/locations, in response to an alarm, at times and locations that have previously experienced violations, special events, and specific investigations upon reasonable suspicion.
10. Should monitoring reveal activity that violates laws or policies, an investigation will be initiated as authorized by the responsible administrator.

VI. Installation and Maintenance of Equipment

1. Only professional factory trained technicians or qualified members of the Department of Campus Safety or Information Technology will be permitted to install security surveillance equipment.
2. Contracted service employees must comply with all policy statements set out in this document, particularly those addressing issues of privacy and confidentiality. Violation of any policy statements will be cause for immediate removal from the campus. The College reserves the right to terminate a contract where a breach of policy is proved.
3. Only professional factory trained technicians or qualified members of the Department of Campus Safety or Information Technology may attempt to service or repair any security surveillance equipment.
4. The Campus Safety Communications Specialist will develop an appropriate maintenance program for equipment.
5. If any security surveillance system equipment fails, the Campus Safety Communications Specialist should be notified as soon as possible. The Communications Specialist will be responsible for notifying the appropriate service personnel for repairs and for shutting down the equipment during failure.

VII. Complaints

1. Complaints regarding the use of security surveillance and the system operation must be made in writing to the Director of Campus Safety.
2. Where appropriate, the Director of Campus Safety will appoint an officer with suitable qualifications to investigate the complaint and provide a written report within two weeks of the date of the complaint.
3. Based on the outcome of the report, appropriate action will be taken within University System of New Hampshire guidelines, and the complainant will be notified of the resolution.
4. Where the complainant is not satisfied with the outcome/resolution, he/she may contact the Vice President of Student Affairs and request further investigation.

VIII. Compliance

1. All Campus Safety personnel will comply with the policy statements herein.
2. Failure to comply will be considered a violation of policy and may result in disciplinary action up to an including termination depending on the type of violation.
3. The College will refer violations of law to the Keene Police Department for investigation.