Mike Duggan with Detection Systems in Troy is great. At Royal Oak, we had Axis cameras with Avigilon software installed by them. Everything was great. Crisp video, easy to use software, powerful incident search features. <http://www.detection-systems.com>

Eric Hayes

Network & Systems Administrator

Orion Township Public Library

[orionlibrary.org](http://orionlibrary.org)

w. 248-287-8019

Hi Amy,

We just had security cameras installed last year. Our building is 11,100 sq. feet and we decided to only install two cameras, one behind the circ desk facing out and one to the right of the circ desk facing the outside door. We can see out several feet into the interior of the library including the public computer area and see people coming in/out of the building. We did not find it necessary to put cameras in the stacks or reading areas.

Hope that helps!

**Patty Braden, Director**
Romulus Public Library
[11121 Wayne Road](https://maps.google.com/?q=11121+Wayne+Road+Romulus,+MI+48174+734&entry=gmail&source=g)
[Romulus, MI 48174](https://maps.google.com/?q=11121+Wayne+Road+Romulus,+MI+48174+734&entry=gmail&source=g)
734-942-7589
[www.romuluslibrary.org](http://www.romuluslibrary.org)

Amy,

We installed cameras several years ago.  It has come in very handy over the last several years.

One thing I would suggest when you install cameras is that you have your board approve a policy of how you will handle law enforcement requests for video footage.  We have had several times when law enforcement came in and demanded copies of video footage.  Sharing a policy with them on how you will handle this will be very helpful.

 Other than that, I have found it very handy to have the video cameras in our building.

 Sheila

 Sheila M. Bissonnette, MLIS Library Director

Pere Marquette District Library

[185 E. Fourth Street](https://maps.google.com/?q=185+E.+Fourth+Street%0D+Clare,+MI+48617&entry=gmail&source=g)

[Clare, MI 48617](https://maps.google.com/?q=185+E.+Fourth+Street%0D+Clare,+MI+48617&entry=gmail&source=g)

989-386-7576 ext 4

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

Hi Amy,

We have cameras indoors as well as in the parking lot.  They are from Avigilon and we got them from Advanced Satellite Communications, Inc. They are located in Livonia and their phone is 734.838.3280.

I love them, and have used them on a number of occasions. The only negative is that we should have gotten more cameras for the atrium and inside the library.  We have many in the parking lot, but only 2 inside the library.

Call me if you have any questions!

Toni

Toni LaPorte, Library Director

Livonia Public Library

[32777 5 Mile Livonia, MI](https://maps.google.com/?q=32777+5+Mile+Livonia,+MI+%C2%A048154734&entry=gmail&source=g)  [48154](https://maps.google.com/?q=32777+5+Mile+Livonia,+MI+%C2%A048154734&entry=gmail&source=g)

734-466-2451

[**www.livoniapubliclibrary.org**](http://www.livoniapubliclibrary.org)

Hi Amy,

Highly recommend them. We have a 15,000 square foot building and have a 16 camera system. Two are outside and the rest are inside. Can monitor in the library with software on machines or remotely with an app. Happy to answer any specifics.

Thanks,
Matt

Matt Church, Library Director
Berkley Public Library
[3155 Coolidge Hwy.](https://maps.google.com/?q=3155+Coolidge+Hwy.+Berkley,+MI+48072+248&entry=gmail&source=g)
[Berkley, MI 48072](https://maps.google.com/?q=3155+Coolidge+Hwy.+Berkley,+MI+48072+248&entry=gmail&source=g)
248-658-3449
mchurch@berkley.lib.mi.us
[www.berkley.lib.mi.us](http://www.berkley.lib.mi.us)

Hi Amy-

I am writing you off list since I might ramble on too long…

Here at the Chippewa River District Library we decided to install interior cameras for a couple reasons; first, we had a serial thief who was removing our RFID tags from books--with the RFID tags removed security gates are useless.  Secondly, we had someone vandalizing books in the Children’s room.  After we installed the cameras we caught the thief.  He sat down right in front of a camera and removed the tags and loaded the books in his backpack.  When I called the police I had the footage on a flash drive for them.  It was a slam dunk!  Though we never did find the vandal in the Children’s room, the vandalism did stop, so they either reformed on their own or saw the cameras and decided to knock it off.  We have also used the video footage in our computer lab for when one patron claimed another patron had stolen something out of their bag when they were in the bathroom.  Video footage showed that no one was in their bag when they were away.  In one other case our front door didn’t lock properly in the evening and someone came in the library through the front door at 6 AM and set off the silent alarm, so when I got to the library I was able to check the footage and all they did was come in and put their books in the interior book drop and then leave.  They must have thought we were open and then realized we weren’t when they were inside and no one was around.  It was comforting to know that nothing was stolen, but even if something had been we would have had video footage of the theft.

I was nervous at first that I wasn’t protecting patron privacy enough, but I don’t really worry about that now since we only use it when we think a crime has been committed.  We aren’t actually tracking individuals or piping footage directly to law enforcement or anyone else outside the library.  I also hope that it makes some of our patrons feel safer knowing that someone is at least theoretically watching out for them wherever they might be in the library since we get a wide spectrum of community members in here.

Recording uses a lot of memory though so that is something to consider.  We haven’t really ever used the live feed for anything, though we do have the ability to do that.  I sometimes have the video feed up on my workstation when I am the only librarian on duty in the evening, but I tend to be too busy to just sit and watch the footage unless I am suspicious of someone. In the case of the book thief mentioned previously we were pretty sure it was him before we got the cameras, but could never actually catch him.  We were pretty excited when we finally caught him on camera.  Feel free to contact me if you’d like to know anything else.

Best regards,

Corey Friedrich, M.L.I.S.

Director

Chippewa River District Library

Mount Pleasant, MI 48858

It has been an interesting first year with survellaince cameras and we are in the middle of moving them around and re-aiming.  So what do you want to look at? I suggest aiming at potential problem spots. (Places teens may study in large large groups) And not the back field.      Connie

--

Connie Jo Ozinga
Library Director
Commerce Township Community Library

180 E. Commerce

Commerce, MI 48390
(248) 669-8108 x101
[www.commercelibrary.info](http://www.commercelibrary.info)

Hi Amy – We’ve had interior cameras for many years.  Just a few suggestions from the director who is definitely not the expert

         Try to get the best cameras you can afford.  Especially if you are going for facial recognition.  It’s not like CIS – once the image is captured – there’s not much you can do to improve it.

         Decide what you want the cameras for.  If it is for facial recognition – position them so that you catch people fairly close up entering the building.

         It always seems that you don’t have a camera where you need it.  So I budget money each year to add cameras as necessary.  We have a fairly large building so there is always a spot that seems NOT to have a camera

         Make sure the software that saves the images is easily accessible and responsive; and stores the video footage for the number of days you expect it to.  Make sure your hard drive is big enough or it is going to write over itself too soon.  Our cameras only capture motion so that they are not recording constantly.  Don’t position a camera where it might capture exterior traffic or else it will be in constant record mode.

 If you need info on camera specifications or more technical info, I can put you in touch with our IT staff who have that info readily available.

 Maryanne Bartles

Library Director

Dearborn Public Library

[16301 Michigan Avenue](https://maps.google.com/?q=16301+Michigan+Avenue%0D+Dearborn,+Mi+48126&entry=gmail&source=g)

[Dearborn, Mi 48126](https://maps.google.com/?q=16301+Michigan+Avenue%0D+Dearborn,+Mi+48126&entry=gmail&source=g)

313-943-2049

We use only Axis cameras. We have never had one go bad. There are many, many to choose from and they aren't cheap, but they are the best as far as I am concerned.

We also use an open-source software package called Zoneminder to record from the cameras (it's free) but if you don't have a linux-savvy tech department using it would be a struggle.

Mark Ehle

Willard Library

Battle Creek, MI

We have cameras and they are extremely useful. Make sure you have cameras in your children’s and teen areas, on your circulation desk, your outdoor book drop, and on both your public and staff entry doors. We are currently in the process of adding more cameras to our system for our blind spots. It is useful to have an internet based system because then you can pull it up and monitor it from other locations in your building also. I think most of them are set up that way now.

We have four hot spots on a monitor on our circulation desk (front door, Early Literacy Center, teen room, study room)

 I’ve used our cameras to identify thieves, to settle disputes, to review incidents, to see how many people were in the library, to see who destroyed something, to see what time staff actually came or left on a certain day, to watch how an after hours event that I was not present for went, to see who threw snowballs down the bookdrop, there are lots of uses ... 

I would say I use the cameras several times a week.

 Andrea

 Andrea Estelle, MLIS

Library Director

Otsego District Library

 Hi Amy --

1.  Use a company that really knows building security to prepare the specs for this.  It's very, very complicated -- much more than home installation.  You'll likely want to involve a construction manger too to check on the daily installation so you don't go crazy, and possibly an architect, because this stuff requires wires.  Then bid it out to companies that are qualified for a library installation.  Finally, you'll evaluate the performance of what gets installed against the specs.  This is a very important step.  We used CBD from Grand Rapids the second time, and it made a big difference.

2.  Get the highest quality cameras you can afford to get the clearest pictures of faces and all racial backgrounds under various lighting conditions (midnight break-ins as well as noon wallet theft).  You don't want the white people glared out, or the black people showing like ink blobs.

3.  Security firms don't all understand public libraries.  Plan on spending some time with them.  We have lots of coming and going (duh).  They think we have people sitting quietly and reading.  (well, we have that too, but there's a lot of moving around).  This means your system will need more storage than they might guess because you will be recording more in many library places like the circulation desk.  Many systems just record when something is moving around, and for times when not much is happening they record intermittently.  It's kind of a fine line that you'll need to set up for your own library so that you get what you want but not every piece of paper that blows down the side walk or every car through the window.

Example:  Video monitoring in a high school has a lot of activity when the bell rings and classes are changing, but when the kids are in class there's not so much.  High school systems don't need as much storage as we do, because we have people coming and going all day, six days a week.  We learned this when we used school district specs for our first video monitoring system.  It took a lot of tweaking to that first system to work for us to get what we needed, although we did get a pretty good price by joining in on their larger bid.

4.  You may have staff who are initially concerned that you'll be spying on them.  You'll want to be prepared for this. My example:  "This is for our protection.   I'm not going to sit at my desk and monitor circulation, but if I become aware that somebody took a wad of cash out of the drawer or went through your purse, I'll certainly check the video to figure out who it was so we can put a stop to it.  If a circulation clerk gets smacked by a patron or a reference librarian gets pushed, fur sure we will check the video to find the guilty party and press charges right then and there. "   Short answer:  I'll look at the video if there's something to look at.  If you're not going through purses, smacking circ clerks, grabbing wads of cash or doing something wrong you don't have anything to worry about.

5.  You'll want to think through who can check the video.  There's a tendency among some staff to want to check out the girl with the low cut top, the guy with the wild tattoos, the really fat mom hanging out of her pants -- all the kind of stuff you see on Walmart YouTube videos.  It's not pretty to see a group of staff clustered at a public service desk laughing at video of patrons .  It's also not good to have the police reviewing video in a public area.  We have limited the access to the video to some non-public areas.

Hope this is helpful!  We sure love our video monitoring, and it has been very helpful.

Marty Ferriby, Director

Hackley Public Library

[316 W. Webster Ave.](https://maps.google.com/?q=316+W.+Webster+Ave.Muskegon,+MI+49440&entry=gmail&source=g)

[Muskegon, MI 49440](https://maps.google.com/?q=316+W.+Webster+Ave.Muskegon,+MI+49440&entry=gmail&source=g)

231-722-8003 direct

231-722-8002 admin office.

Hi Amy,

Before I became the Director here at Leland I was the part time IT guy and also had my own technology business part of which was installing surveillance cameras. My biggest piece of advice is to get the highest resolution cameras you can afford (1080p preferably). There is nothing worse than trying to review video that is grainy or when you try to zoom in on a video where the subject is away from the camera and not being able to make out what happened. Also having clear video really helps if there is some kind of legal action that needs to take place.

There are all kinds of placement considerations that your installer should be able to help you with. Things such as not pointing the camera towards a window because on a bright sunny day it will wash out the video so you can’t see what happened inside or out.

 Mark

Hello Amy,

We have surveillance cameras in our library (22,500 sp.ft.)  Our experience has been good.  The newer cameras can have a 360 degree angle so if they are positioned well, you can see in all directions at the same time.  We don't have all areas of the library covered, since we have tall book stacks that obscure the view in certain areas.  They did not put one looking over the parking lot which would have been helpful.  We currently have them covering the entrance, circulation desk, childrens section, computers, local history room, and the magazine and comfortable seating section.  I hope this helps.

Francene Sanak

Trenton Veterans Memorial Library

[2790 Westfield Rd.](https://maps.google.com/?q=2790+Westfield+Rd.Trenton,+MI+48183+734&entry=gmail&source=g)

[Trenton, MI 48183](https://maps.google.com/?q=2790+Westfield+Rd.Trenton,+MI+48183+734&entry=gmail&source=g)

734-676-9777

Hello Amy,

Building size: 18,000 ft2 . Total cameras: 16 indoor/outdoor IP66 weather rated cameras. 12 indoor 4 outdoor. Possibility of adding 4 additional indoor cameras.

Policy: Our director, Angela Semifero contacted our attorney. When we put up cameras, we had to post with signs that read "This area is under surveillance." Also, we are not allowed to give out camera footage to police officers without a warrant. It works similarly to how we are not allowed to give out patron information to anyone because of privacy laws. We run our system in house. My IT staff and I have installed the system ourselves. We eliminated the yearly cost of over $1.3k to Tyco Integrated Security (formerly ADT).

The system: [We purchased a system](https://www.amazon.com/gp/product/B074WGVF22/ref%3Doh_aui_search_detailpage?ie=UTF8&psc=1) that records video at a very high resolution. [Because of that, we purchased 2, 6TB hard drives](https://www.amazon.com/gp/product/B01LOOJ8Z8/ref%3Doh_aui_search_detailpage?ie=UTF8&psc=1) to video storage. [We also had to order additional coax cable](https://www.amazon.com/gp/product/B00ZDXCV92/ref%3Doh_aui_search_detailpage?ie=UTF8&psc=1) as the cable it comes with was not long enough to run the length of our building. The extra cable came with adaptors that made running the cable easy. [We purchased a new computer monitor](https://www.amazon.com/gp/product/B01CX26WPY/ref%3Doh_aui_search_detailpage?ie=UTF8&psc=1) as well for viewing the footage. I have attached links to what we ordered. The total one time cost was $1,554.93.

If you have any further questions, let me know.

Thanks,

Matt

--

Matt Harmon

Head of Information Technology

Marshall District Library

[124 West Green Street](https://maps.google.com/?q=124+West+Green+StreetMarshall,+MI+49068&entry=gmail&source=g)

[Marshall, MI 49068](https://maps.google.com/?q=124+West+Green+StreetMarshall,+MI+49068&entry=gmail&source=g)

269-781-7821 ext16