



CITY OF MADISON INFORMATION TECHNOLOGY

Virtual Meeting & Events Request to Record Policy

Purpose

The purpose of this document is to establish a recording policy for all non-Boards, Commissions, and Committees (BCCs) virtual meetings. Non-BCC refers to the classification level of virtual meetings involving City staff that are not related to BCCs. These are other meetings or events not classified as Type 1, 2, or 3, and are hosted and/or recorded by City staff (other than IT Media Team). Examples of non-BCC virtual meetings include: trainings, special events, public information meetings, internal meetings, meetings with vendors or consultants, etc.

Recording any non-BCC virtual meeting or event requires approval from the City Attorney's Office and Information Technology (IT).

Recording Policy

All non-BCC meetings require staff to submit a request to the City Attorney's Office and IT for permission to record. In general, all video recordings are retained in Mediasite.

Please consider the following before submitting a request to record:

- Generally, any meeting or event that was not taped or recorded prior to the public health emergency created by the coronavirus (COVID-19) pandemic should not be recorded with Zoom or any other virtual meeting application.
- Any recording (audio or video) is considered to be a public record and is subject to release in response to an open records or FOIA request.
- Recordings present privacy and confidentiality issues. Keep in mind, many times participants are in their private residence or office; which underscores the need to consent to being recorded in these settings. Participants need to be mindful of what is within view of the webcam and within range of a microphone. This includes inadvertent exposure of minor children.
- It is the host's responsibility to make sure all participants know they are being audio/visual recorded and, before the meeting starts, give participants the opportunity to leave the meeting if they do not consent to be audio/video recorded or to participate by audio only.
- Notice should also be provided if the recording will be made available publicly (e.g., on the City's website).
- Recordings present storage concerns due to file size and retention period. Recordings (audio or visual) should be retained based on the content and in accordance with the City's Records Retention Schedule.

Confidential Recording

Please contact ITMediaTeam@cityofmadison.com for information on storing a confidential recording on Mediasite. IT staff will provide a specific code to enter when scheduling the meeting to designate which folder the recording should be stored in on Mediasite. The folder can be set to have limited permissions based on who should have access to the confidential recording. **Any recordings that include HIPAA related information are NOT allowed to be recorded.**

If a transcript for the meeting is required, the host will need to adjust their account settings to allow for a transcript to generate. Staff can then download an AI-generated transcript after the meeting has finished.

NOTE: Since this transcript is machine generated, its use falls under the prohibited use of machine generated translations enacted by [Common Council Resolution RES-16-00741](#). This means the transcript cannot be used in any manner until it is reviewed and any necessary corrections are made by an appropriate staff person. This includes storing a copy with the recording. The original machine-generated transcript is considered a draft and can be deleted after the final version is adopted. Please consult dcrcr@cityofmadison.com for more information on transcriptions.

A transcript will only be available if you choose to record.

Recording Deletion

Requests to delete will be approved by the City Records Manager to ensure compliance with records retention and disposition policies. Recordings made for personal use, such as practicing a presentation, do not need authorization. Incidental recordings do not need to be retained and are not subject to open records requests.

Recording Request Process

1. Consider issues and concerns with recording meetings/events.
2. Obtain approval from Department/Division Head or Records Custodian.
3. Submit request to City Attorney's Office and Information Technology.
 - Go to [Request to Record](#) page (must be on the City network) → Click on "+ Add Document).
4. Approval status. Once approved or denied, you will receive an email with additional information.

Request Review Workflow

City Attorney's Office.

The City Attorney's Office reviews recording requests to ensure legal and privacy issues are considered.

Information Technology.

IT reviews the recording requests to ensure public records and records management policies are followed, as well as providing recording and storage requirements.