

The Library Board has directed me to ensure that all policies and procedures of OSM Libraries are followed.

1. They are concerned about the high amount of outstanding fines and want steps to be in place to have them collected. Please refer to "Fine Script"
2. It has come to the Library Board's attention that there has been unauthorized entries/access to library and files/records. This has put the Library Board and OSM Library in jeopardy – legally. It is the CEO's job to enforce all policies and by-laws and to report back to the Library Board.

Unauthorized has been defined as:

1. Someone has entered the library(s) without the CEO's permission – either a key(s) were given or duplicated or loaned out and not returned
2. Or given access to the library(s) without having it cleared through the proper procedures which would be:
 - a) Filling out volunteer application
 - b) CEO setting up interview with applicant
 - c) Request resume, police check from applicant
 - d) Review with applicant after they have been accepted as a volunteer pertinent Library Board policies and procedures and directing them to our web site and staff blog to review all policies

The only time unauthorized access would be allowed was during an emergency. The CEO must be informed.

3. A complaint has been made to the Library Board regarding an unauthorized or perceived person(s) having too much access at one of our branches. The patron felt very uncomfortable, and their privacy was invaded.

Reminder we are governed under the Privacy Act. Please see this policy on our web site.

When you are working at the circulation desk for the privacy and comfort of our patrons please ensure there are no extra "bodies" hanging around the circulation desk. For example: friends, family, acquaintances.

Here is an example on how to handle this situation:

Say quietly in a calm voice: Excuse me _____, can you give us a few moments please. Thanks!

If they don't take the hint you may have to be blunt about it.