



## RAMAPO CATSKILL LIBRARY SYSTEM MEMBER LIBRARIES E-MAIL POLICY

Ramapo Catskill Library System (RCLS) provides each staff person at member libraries with an e-mail account upon the request of the library Director, Manager or Board of Trustees. The RCLS e-mail system, currently SmarterMail Enterprise, is made available for the purpose of conducting business and communicating with other member libraries and RCLS.

1. RCLS e-mail accounts (@rcls.org) are provided to member library paid staff (full or part-time) for the purpose of facilitating communication between and among library staff within a library and between libraries.
  - a. E-mail accounts are not provided to member library Trustees, members of Friends groups or volunteers.
2. Requests for e-mail accounts must come from library Directors and Managers.
  - a. In the case of a newly appointed library Director or Manager the request may come from the library's Board of Trustees or the Interim Director or Manager.
  - b. Requests for e-mail accounts are to be made using the online form available at - <http://www.rcls.org/?q=emailrequest>
  - c. When a person works at more than one library, her/his e-mail account may be subject to cancellation by the first library that requested the e-mail account and then a new account may be setup.
  - d. When a staff person leaves the employment of a member library it is the responsibility of the library Director or Manager to notify RCLS, in writing, that the account should be suspended. If RCLS does not receive written notification the account will remain active. The suspension request should indicate which of the following actions should be taken:
    - i. The e-mail account will be set to the status of "disabled," which prevents the account receiving any e-mails and will not allow anyone access to the account; or
    - ii. The password for the account will be changed and provided to the library Director or Manager so the account can remain active and be monitored. Once it is determined that all relevant activity has been transferred to other active accounts, the account will be deleted.
  - e. Inactive accounts, those where no login has been made in six (6) months, will be disabled for one (1) month and then deleted.

3. The RCLS e-mail server is setup to automatically delete e-mails in three standard folders
  - a. E-mails that are older than 90 days in the “Deleted Items” folder
  - b. E-mails that are older than 30 days in the “Junk E-mail” folder
  - c. E-mails that are older than 180 days in the “Sent Items” folder
  - d. There are no automatic deletions from any other folder
4. RCLS only keeps back-ups of the e-mail server going back 21 days; as a result any restoration of lost e-mails can only restore items for this period.
  - a. The earliest possible notification of lost e-mails improves the chances of recovery.
  - b. An e-mail restoration will overwrite any items in the users “Inbox.”
  - c. Restoration of specific files or folders may not be possible.
  - d. Any e-mail restoration will be subject to a service fee (See the ANSER Agreement Schedule C – Standard Rates for Service).
5. An employee who changes employment within the RCLS system may be required to get a new e-mail account under a different user name upon a request from the library Director or Manager of the library that she/he left.
6. RCLS e-mail accounts should be used primarily for conducting business on behalf of the member library; personal communication is permitted on a limited basis.
  - a. In particular, RCLS e-mail accounts should not be used to purchase goods or services intended for personal use.
  - b. Everyone is encouraged to obtain a separate personal e-mail account from their home Internet service provider (ISP) or from outside providers, such as Outlook, Google, etc. to be used for personal communication.
7. RCLS e-mail accounts and their contents are the sole property of RCLS and the member library, not the employee.
  - a. Employees should be aware that they do not have a right to privacy as related to the e-mail account or its contents.
  - b. All RCLS e-mail content is treated as a business record. E-mails are subject to Freedom of Information Law (FOIL) requests and may be the subject of a law enforcement subpoena or warrant.

8. RCLS may authorize access to a member library e-mail account in a number of circumstances including, but not limited to:
  - a. Situation involving the health or safety of people or property;
  - b. Possible violations of RCLS or member library code of conduct, regulations and policies;
  - c. Other legal responsibilities or obligations of RCLS or member libraries.
  
9. The RCLS e-mail system shall not to be used for the creation or distribution of any disruptive or offensive messages, including offensive comments about race, gender, disabilities, age, sexual orientation, pornography, religious beliefs and practice, political beliefs, or national origin. Employees who receive any e-mails with this type of content from any RCLS or member library employee should report the matter to their supervisor immediately.
  - a. Any person using a RCLS e-mail account creating or distributing such e-mails may have her/his e-mail account suspended.
  
10. E-mails may include attachments if they comply with the following requirements:
  - a. The e-mail with the attachment(s) is directed to no more than ten (10) people with unique e-mail addresses or an e-mail list with ten (10) or fewer subscribers;
  - b. The attachment(s) do not exceed 30MB in total;
  - c. Attachment(s) cannot be included with e-mails sent to more than ten (10) people with unique e-mail addresses or an e-mail list with more than ten (10) subscribers;
    - i. In this circumstance the sender can upload the attachment(s) to the SmarterMail File Storage area and send the URL generated by SmarterMail to the recipients who will be able to download the attachment.
      1. Here is a link to SmarterMail Help:  
<http://help.smartertools.com/SmarterMail/v11/Default.aspx?v=11.2.4871&p=DA>
        - a. Look under File Storage for information on how to use this feature to upload and share attachments.
  
11. E-mail account user name and password must be kept confidential and secure.
  - a. Sharing this information with a person outside of the library at which the individual works, in person or online, is strictly forbidden and doing so may lead to the suspension of the e-mail account.
  
12. Using the account “forwarding” setting to transfer incoming e-mail to non-RCLS e-mail accounts is strongly discouraged. RCLS staff will not assist in tracking e-mail delivery problems involving automatic account “forwarding” of e-mails.

13. RCLS sets up and maintains e-mail lists, also known as listservs, for specific groups of users with a common purpose. For example *allrcls* is intended to provide all RCLS SmarterMail users the ability to exchange, share and request information related to library programs and services from staff at other libraries.
  - a. E-mail list must be used for their intended purpose. For example, the list *gift* is intended for items a library wants to remove from their collection or building and is offering the item(s) to other libraries that may find the item(s) valuable. This type of communication should only be shared via the *gift* list.
  - b. Users that do not comply with the intended list purpose may lose their e-mail privileges.
  - c. A list of e-mail groups and their intended purposes is available on the RCLS website at: <http://guides.rcls.org/SmarterMail/mailgroups>
    - i. All users are encouraged to view the list of e-mail groups available and request registration for the ones they are interested in joining;
    - ii. Joining *Member Library Internal Staff Groups* must be arranged through the Library Director or ANSER Contact
      1. Monitoring appropriate use of e-mail groups created for member libraries for internal communication with staff is the responsibility of the Library Director/Manager.
14. All users are encouraged to look at and use the best practices outlined in the RCLS E-Mail Best Practices Guidelines at: <http://www.rcls.org/sites/default/files/Best%20Practices%20E-Mail-A20170606.pdf>.