



RAMAPO CATSKILL LIBRARY SYSTEM EMAIL ACCOUNT USAGE POLICY

Member libraries may obtain email service through their participation in the Ramapo Catskill Library System (RCLS).

Member libraries staff and trustees issued email accounts through the service must abide by the following conditions:

1. Designated persons are issued an "@rcls.org" email account at the direction of a member Library's Director, Manager, or Board President.
2. RCLS provides members with email service through Microsoft 365; therefore, all members and users must abide by the Microsoft 365 "Terms and Conditions."
3. Email accounts ending in the domain name "@rcls.org" are provided to member library staff (full or part-time) and trustees to facilitate communication between and among library staff and trustees within a library and between libraries and for conducting library business; accounts are for library business only.
4. For security and records management purposes, email accounts may not be issued to members of Friends groups, volunteers, or other non-members.
5. Setting up and using accounts:
 - A. Requests for email accounts must come from Library Directors or Managers (in the case of a newly appointed Library Director or Manager, the request may come from the library's Board President or the Interim Director or Manager).
 - B. Requests for email account creation, modification, and deletion will be made by submitting a request to the ANSER Helpdesk by email (helpdesk@rcls.org).
 - C. To enable proper administration of accounts, a person who works at more than one RCLS library will be required to have an email address for each library—for example, Jane Doe in Liberty (jdoe-LIB@rcls.org) and Livingston (jdoe-LIV@rcls.org).
 - D. When a staff person leaves the employment of a member library, it is the Library Director or Manager's responsibility to notify RCLS, in writing, that the account should be shared or deleted. If RCLS does not receive written notification, the account will remain active. The member library will be responsible for the associated cost with the account.

E. Shared mailbox (which will include any OneDrive cloud storage) requests will indicate which of the following actions should be taken:

- i. The password for the account will be changed and provided to the Library Director or Manager. The account can remain active and be monitored.
- ii. It is the Library Director or Manager's responsibility to determine who will need access to the mailbox and communicate that in writing to the ANSER Helpdesk. That mailbox will become shared with the designated staff.
- iii. The Shared mailbox may be deleted upon written request.

F. Inactive accounts, those where no login has been made in six (6) months, will be disabled for one (1) month and then deleted. A notification will be sent to the Library Director or Manager.

G. Any member library needing preservation of email accounts must alert RCLS prior to the account being disabled. If it is anticipated an employee will be out for longer than six months, please notify RCLS prior to the employee going on leave.

H. Microsoft 365 is set up to delete emails in two standard folders automatically:

- i. Emails that are older than 180 days in the "Deleted Items" folder
- ii. Emails that are older than 30 days in the "Junk Email" folder.
- iii. There are no automatic deletions from any other folder

6. Restoration of Account Content

A. The Microsoft 365 service keeps back-ups of the email server going back 25 days; as a result, any restoration of lost emails can only restore items for this period. Within that timeframe, the mailbox user will be able to restore the deleted email files themselves.

B. If there is a technical concern and Microsoft needs to assist, then the earliest possible notification of lost emails and files improves the chances of recovery.

C. An email restoration will place the restored email back into its source folder.

D. Restoration of specific files or folders may not be possible.

E. If RCLS is involved in any email restoration, it will be subject to the RCLS standard rates for service fee. (See the ANSER agreement Schedule C – Standard Rates for Service).

7. Distribution Groups

A. RCLS sets up and maintains "email lists" in Microsoft 365 referred to as "distribution group or groups" for specific groups of users with a common purpose. For example, the group "*allrcls*" is intended to provide all RCLS email users the

ability to exchange, share and request information related to library programs and services from the staff at other libraries.

B. A distribution group must be used for its intended purpose only. For example, the group "*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*" group.

C. A list of distribution groups and their intended purposes is available on the RCLS website at <http://guides.rcls.org/MS365/distributiongroups>

D. All users are encouraged to view the list of distribution groups available and request registration for the ones they are interested in joining.

E. Joining Member Library Internal Staff Groups must be arranged through the Library Director or Manager.

F. Monitoring the appropriate use of distribution groups created for member libraries for internal communication with staff is the responsibility of the Library Director or Manager.

8. User Requirements and Training

A. Because an RCLS email account may not be used to register for online personal use (for instance, for personal notifications), employee users must be required and should be trained to ignore, block, or direct unsolicited personal messages to another account.

B. Because an RCLS email account and its contents are the sole property of the member library, not the employee issued the account, employees should be made aware that they do not have a right to personal privacy related to the email account or its contents.

C. Because it would be contrary to member policies, RCLS policy, and federal and state laws, RCLS-issued email may not be used to create or distribute content that is disparaging or discriminatory on the basis of race, gender, disabilities, age, sexual orientation, religious beliefs and practice, political beliefs, or national origin. Pornography, gambling, and other content that is clearly out of the scope of professional use are also barred. Employees who receive any emails with this type of content from any RCLS or member library employee should immediately report the matter to their supervisor or the designated employee for receiving such reports.

RCLS reserves the right to delete or suspend an email account used to create or distribute email that violates this requirement.

D. Users must keep their email account logged off when not in use, and their password must be kept confidential and secure. Smartphones and other mobile devices with system email accounts must be password-protected to prevent intrusion in the event the device is stolen or lost. Accounts and account access information may not be shared unless in coordination with ANSER.

E. Using the account "forwarding" setting to transfer the incoming email to non-RCLS email accounts is not supported and is a violation of these conditions.

9. Document Retention

RCLS members have different document retention obligations and policies. Member libraries should retain their email per their applicable document retention policy.

10. Third-party Access

A. As a service provider, RCLS may grant third-party access to a member library email account or accounts under the following circumstances:

- i. A duly issued subpoena or judicial order. *NOTE: If RCLS receives a subpoena or judicial order with more than 24 hours to respond, it will notify the member library before responding;*
- ii. A situation posing an immediate danger to the health or safety of people or property, where access to email account content may help with law enforcement or emergency response and is not otherwise barred by CPLR 4509;
- iii. Data breach, where there is a concern that the breach is related to access to, or use of, the account;
- iv. System investigations of concerns related to a suspected violation of a requirement of this Policy;
- v. Third-party contractors are performing services related to maintenance of the email system.