

Warren-Newport Public Library District **Staff Manual**

518 Workplace Monitoring

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Workplace monitoring may be conducted by the Warren-Newport Public Library District (WNPLD) to ensure quality control, employee safety, security, and patron satisfaction.

Employees who regularly communicate with patrons may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our patrons' image of WNPLD as well as their satisfaction with our service.

Computers furnished to employees are the property of WNPLD. As such, computer usage and files may be monitored or accessed.

WNPLD may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because WNPLD is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.