

# When a Staff Member Leaves the Library: Notifying the TSI Department

When a staff member leaves a library, it is important to notify the TSI Department so that our IT professionals can ensure that the staff member's accounts and logins are transitioned appropriately.

## Why do I need to notify the TSI Department when a staff member leaves the library?

Staff members have access to a number of logins and programs as part of their roles in Member Libraries. Some of these logins grant them access to the information of patrons, and some of them grant access to information about NLLS' systems. Because of this, it is in the best interest of NLLS and the Member Library to remove access to accounts for staff members upon their departure.

Many staff members are also entitled to licenses for services that are compensated by NLLS, such as Microsoft 365. Notifying the TSI Department of a staff member's departure allows us to transition those licenses and services to other staff members.

Additionally, leaving accounts of former staff members active compromises the security of the NLLS system as it leaves an unmonitored account potentially accessible to malicious actors.

## When do I need to notify the TSI Department?

It is best practice to arrange with the TSI Department for the accounts of staff members who leave the organization to be deleted or disabled at the end of their last day at work. This is best practice regardless of whether the staff member has left the organization on good terms, or not.

Because of this, we recommend notifying the TSI Department of a staff member's departure as soon as possible.

## Should my library delete accounts or disable accounts?

Upon contact, the TSI Department will provide the Library Manager with the option to either delete or disable the accounts of the former staff member. Library Managers may want to disable the accounts if they believe they may need to access the emails or documents of the user at a later date. All disabled accounts will automatically be deleted after twelve-months, or upon contact from the Library Manager, whichever occurs sooner.



If access to the former staff member's account is not needed, the TSI Department recommends deleting the accounts. Deleting accounts is a process that **cannot** be reversed.

## Questions?

If you have any questions, contact the TSI Department at [ask@nlls.ab.ca](mailto:ask@nlls.ab.ca).