

Approved January 2022

NWLN policy Staff privileges

All staff of Northern Waters Library Network (NWLN) libraries are expected to abide by the Network's borrowing regulations. Staff are not allowed to provide special treatment for themselves, family or friends that wouldn't be allowed for other patrons. Such special treatment may include: overriding blocks that would prevent patron check-out; overriding the hold or renewal limit; renewing items with holds for other patrons, shuffling the hold queue; waiving or reducing fines or extending check-out periods exceeding six weeks. Northern Waters Library Service (NWLS) staff can provide library specific reports on these actions if requested.

An individual library may choose to allow a longer check-out period or other accommodation for an item from its own collection that is not a high-demand item. Individual libraries will provide staff training on appropriate use of these actions. Libraries should not make such decisions for items borrowed from elsewhere in the Network without approval from the owning library.

If a NWLN library makes note that an item from their collection or a pending hold for one of their patrons has been subject to apparent misuse of staff privilege an NWLS helpdesk ticket (helpdesk@northernwaters.org) can be submitted or the director of the library responsible can be contacted and informed of the problem. The lending and borrowing library should agree on a resolution for the item in question.