Request	Request	Request	Concern	Concern	Concern	Request	Concern
• Individual email accounts for each Board member	• Option for public correspondence emailed submission which automatically sends to all board members	Website updated with all the appropriate contact information	Process of setting up a library board member	Forwarding the city email to your personal email	Help is not available on personal devices	Direct assistance with inbox/email account	Process of removing a library board member account when they step down from the board
Action	**Action**	**Action**	**Action**	**Action**	**Action**	**Action**	**Action**
• Request inbox creation from MPU I.T. • Utilize same naming scheme as other city entities (ex; mjohn@manitowoc.org)	• Library I.T. to create form/submission contact list on public library's website. • Form to auto email all board members along with Mary Davis and Kristin Stoeger after submission	• Currently in progress • Board member to supply personal photo to promote continuity of current board member webpage.	• All board members will be given a quick guide that will display the following; • Board member's city managed email address. • A temporary password • Once logged in, a new password must be created. • Directions to access webmail (mail.mpu.org). • Quick guide to setting up account on outlook app.	• I.T. strongly advocates against the forwarding of city email to personal accounts, this carries a list of concerns such as but limited to; • Personal inboxes are NOT secured. Several password leaks and breaches have happened to services such as Gmail, MSN/Hotmail, & Yahoo. • Possibility that sensitive email content is shared accidentally. • Personal inboxes under go radical changes that can break forwarding & replying rules. • Not possible to manage mail once it leaves city controlled server.	• 1:1 help is given in the form of typed/quick guide instructions. Which will be available at the time email inboxes are created. • MPU nor Library I.T. will offer support on personal devices. This decision is due to the potential access to personal data. • By limiting Library & MPU I.T. contact of personal devices this removes liability issues.	• Library I.T. is only support line when having issues with accessing inbox or other concerns. • MPU I.T. is not to be contacted for support. All support inquires to MPU will go unanswered if chain of command is not followed. • Library I.T. can be reached via ticketing system. Turn around is 4 days for resolution.	• Board member inbox to go "inactive" within 7 days after confirmation of leave. • Board member to be removed from website index (meet our board page) within 7 days after confirmation of leave. • Board member address to be removed within 7 days from public submission form.
Time Line	**Time Line**	**Time Line**	**Time Line**	**Time Line**	**Time Line**	**Time Line**	**Time Line**
• After a discussion with I.T. dept of MPU, the task of materializing board member inboxes should take anywhere from 1 to 3 business days.	• 7-14 business days for full implementation	• 5-7 business days **Note: Dependent on Trustee submission of photo**	• Guide time line is 14 days • Access to account 1-3 business days	N/A	N/A	• 1-4 Business Days	• 7 Business Days

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