



atlanta-fulton public library system

Mail Room Review

Action Plan

August 16, 2016

INTRODUCTION

The Atlanta-Fulton Public Library System (AFPLS) has been tasked with developing an action plan to address specific concerns raised by the Fulton County Auditor regarding the library's mail room procedures.

BACKGROUND

AFCPLS serves as a cultural and intellectual center that enriches the community and empowers all residents with essential tools for lifelong learning. AFCPLS mail room serves as the centralized mail center location for the 34 different library branches, the Inter-Library Loan Program (ILL), volunteer servicing groups and foundation groups. The responsibilities of the employees who assist with the mail room duties range from operating the postage meter to ensuring all outgoing mail is delivered to the Government Center. A postage meter is a mechanical device used to create and apply physical evidence of postage to mailed matter. A postage meter imprints an amount of postage, functioning as a postage stamp, a cancellation and a dated postmark all in one. The meter stamp serves as proof of payment and eliminates the need for adhesive stamps.

OBJECTIVE

The objectives of the action plan are to address the concerns raised by the auditor's office relative to the library's mail room policies and procedures in order to ensure proper usage of the postage meter and compliance with Fulton County Mail Processing Procedures, Policy Number 600-54 and the library's Mail Room Standard Operating Procedures.

FINDINGS AND PLANNED ACTIONS

Finding 1 – Inadequate Controls

In the Fulton County auditor’s report it was determined that AFPLS lacked adequate controls to prevent unauthorized use of the postage meter. The auditor’s report recommended:

- AFPLS consider designating a mail room attendant to the mail room. (If budget constraints prevent implementation, management should ensure the mail room is secure at all times.)
- Access to the mail room should be restricted to prevent unauthorized persons from entering the mail room, and the mail room should be kept locked when unattended.
- Management should ensure the postage meter is secure when not in use and access should be restricted to authorized personnel who have their own unique password.
- Lastly, all library staff should be trained in policies and procedures relative to mail delivery, receipt and security.

ACTION:

- AFPLS will restrict access to the mail room by keeping the door locked when unattended as soon as possible.
- AFPLS will install an outlet-lock on the postage meter by August 31, 2016.
- AFPLS will train all staff regarding mail room policies and procedures by November 1, 2016.

Finding 2 – Noncompliance with Policy and Procedures

In accordance with Policy Number 600-54, *All County mail services (USPS, interoffice, and E-Mail) should be used for County business only.* The auditor’s report indicated AFPLS should strengthen its internal mail room controls by randomly checking library mail to ensure compliance with new policies and procedures.

ACTION:

- AFPLS will randomly check library mail at least once per month beginning August 2016.

Finding 3 – Outdated Standard Operating Procedures

In the Fulton County auditor’s report it was determined that AFPLS lacked current Standard Operating Procedures (SOP). The auditor’s report recommended:

- Modifying existing SOP to reflect changes in the operating environment and standard of practice.
- Informing all staff about the modified SOP.
- Distributing copies of the SOP as needed and are readily accessible to all potential users.
- Ensuring personnel know their roles and have the knowledge and skills necessary to implement the SOP effectively (including an understanding of consequences for failing to comply).
- Developing a mechanism to monitor performance and identify potential problems.

ACTION:

- AFPLS will update existing SOP by August 31, 2016.
- AFPLS will inform all staff about new mail room SOP by September 1, 2016.
- AFPLS will post copies of the SOP in the mail room by September 1, 2016.
- AFPLS will train mail room personnel on their roles regarding mail room SOP by September 1, 2016.
- AFPLS will develop a mechanism for monitoring mail room performance by September 1, 2106.