



## Visitor Check-In Guidelines

### Ronald J. Norick Downtown Library

**Purpose and Background:** This document provides guidelines for employees sponsoring a visitor to the Ronald J. Norick Downtown Library ("Library"). These guidelines have been developed to help ensure the safety and security of Library personnel, customers, volunteers, vendors, visitors, property, and records. The Library is generally open to the public. However, there are non-public areas where access is restricted to authorized personnel. Restricted areas include but are not limited to any areas requiring FOB reader or key access for entry including the basement, 3<sup>rd</sup> floor, roof/mechanical/technical work spaces, and backroom/Library offices to include parts of the 1<sup>st</sup>, 2<sup>nd</sup>, and 4<sup>th</sup> floors.

#### Definitions:

- **Visitor:** Any person other than an MLS employee, Library Commissioner, Contracted Security Officers, or Emergency Professionals to include Police, Fire, and Emergency Medical Professionals.
- **Vendor:** Contractor, service technician, supplier/vendor, sales representative engaged in official business or providing services for MLS. *Vendors are considered visitors but will be assigned a different color badge for identification purposes.*
- **Volunteer:** Any person approved and placed through Development and Volunteer Services.
- **Contact Person:** The MLS employee hosting/sponsoring a visitor.
- **Loaner Fob:** A fob requested for extended-term access to a restricted area.

#### Guidelines:

- **Visitor Check-in/Check-out:** All visitors, except volunteers, must acquire a badge from the Security desk on the 1<sup>st</sup> floor. The visitor log must be completed. Visitors will check out at the same station where arrived and surrender the badge.
- **Volunteer Check-in/Check-out:** Volunteers do not need to check-in with Security. Volunteers check in with the appropriate Library staff member. Library staff go to <https://volunteer.metrolibrary.org/>, select location, and allow the volunteer to input the assigned User ID and password to begin tracking volunteer time. Volunteers receive a volunteer badge at check-in. Volunteers check out at the same station where arrived. Library staff will repeat the process above to check-out volunteers and badges are collected at that time.
- **Identification/Badges:** The badge must be worn in plain view while inside the building. All visitors must have a separate badge even if they are with the same organization.
- **Contact Person:** All visitors must be met and escorted by a contact person, if available, at the time of check-in. Security may escort a visitor to meet the employee if reasonably necessary. The contact person is generally responsible for the whereabouts of the visitor while on premises.
- **Key Fobs:** Visitors and volunteers will not be automatically assigned a Key Fob. If you anticipate a visitor or volunteer will require extended access to a restricted area then a request should be made by contacting the Director of Facilities Maintenance or the Security Manager.

- **Emergency Evacuation:** In case of an emergency evacuation or drill, all visitors will be accounted for with the assistance of Library security and staff, and if necessary, assisted in exiting the building.
- **Reserved Parking:** In the event it is necessary for a vendor to park in the South alley, the MLS employee should pre-arrange for a reserved parking space by contacting the Director's Office at 606-3727 or 606-3725.
- **Responsibility/Enforcement:** This document is maintained and enforced by Security . If an employee encounters a visitor in a restricted area without the appropriate badge identification, then the employee should direct and/or escort the visitor to the Security desk for check-in.

The following is an example of how the badges will appear. Visitor badges are blue, vendor badges are orange, and volunteer badges are green.

