Dolton Public Library District

Technology Resources Use Policy for Employees

Approved by Board (date): October 28, 2019

Purpose:

To remain competitive, better serve our patrons and provide our employees with the best tools to do their jobs. Dolton Public Library District makes available to our employees access to one or more forms of electronic media and services, including but not limited to computers, software, printers, copiers, files, databases, email, telephones, voicemail, fax machines, and the internet.

Dolton Public Library District encourages the use of these media and associated services because they can make communication more efficient and effective and because they are valuable sources of information about the service provided for the patrons. However, all employees and everyone connected with the library should remember that electronic media and services provided by the library are library property and their purpose is to facilitate and support library business. All computer users have the responsibility to use these resources in a professional, ethical, and lawful manner. Users should conduct themselves by exercising good judgement, acting in an appropriate and responsible manner.

Authorization:

Access to technological resources available in the library is within the sole discretion of the Library Administrator. Generally, employees are given access to the library's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the library's resources will be given access to the same.

Prohibited Communications:

Electronic media cannot be used for knowingly copying, transmitting, retrieving or storing any communication that is:

o Discriminatory or harassing
o Derogatory to any individual or group
o Obscene, sexually explicit, pornographic, defamatory or threatening

- o In violation of any license governing the use of software
- o Engaged in for any purpose that is illegal or contrary to Dolton Public Library District policy or in a manner contrary to the best interests of the library, in any way that discloses confidential or proprietary information of the library or third parties or for personal or pecuniary gain.
- o Protected by copyright laws unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

Professional Considerations:

It is important to maintain a proper spirit and tone to your communications over the system. The following guidelines are suggested:

- o Make your communications positive, constructive, complete, factual.
- o Do not write when angry and edit before sending
- o Be careful with humor – no winking or smiley faces
- o Always avoid sarcastic humor in your writing
- o Never use all caps or all bold – this is perceived as SHOUTING in the work environment.
- o Avoid belaboring disagreements in email – this is a time for a face-to-face meeting.
- o Always guide your recipient in responding by stating exactly what you need and by when.
- o Pay attention to grammar and spelling. Take your document through Spell/Grammar Check.

Personal Use:

The computers, electronic media and services provided by Dolton Public Library District are primarily for business use only to assist the employees in the performance of their jobs and not for their personal use. The library does not encourage or wish for any employee to store any personal data on any of the library's technology resources.

Access to Employee Communications:

Generally, electronic information created and/or communicated by an employee using email, any computer program, voicemail, telephones, Internet or any other similar electronic media is not reviewed by the library. However, the following conditions should be noted:

Dolton Public Library District does routinely gather logs for most electronic activities and/or monitor employee communications directly, be it:

- o Telephone Use and Voicemail: Records are kept of all calls made from and to a given telephone extension. Although voicemail is password protected, the authorized administrator can reset the password and listen to voicemail messages.
- o Electronic Mail: Electronic mail is backed-up and archived. Although electronic mail is password protected, the authorized administrator can reset the password and read electronic mail.
- o Facsimile Use: Copies of all facsimile transmissions sent and received are maintained in the facsimile server.
- o Document Use: Each document stored on library computers has a history, which shows which users have accessed the document for any purpose.
- o Internet Use: Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

Dolton Public Library District reserves the right, at its discretion and without notice, to review any employee's electronic files and messages to the extent necessary to ensure electronic media and services are being used in compliance with the law, this policy and other library policies, or to investigate misconduct, to locate information or for any other business purpose.

Employees should understand, therefore, that they have no right of privacy with respect to any messages or information created or maintain on the library's technological resources, including personal information or messages. Accordingly, if they have sensitive information to transmit, they should use other means.

All messages sent and received, including personal messages, and all data and information stored on the library's electronic-mail system, voicemail system, or computer systems are library property regardless of content. As such, the library reserves the right to access all of its technological resources including its computers, voicemail, and electronic-mail systems, at any time, at its sole discretion.

Passwords:

Passwords do not confer any right of privacy upon any employee of the library. Employees are expected to maintain their passwords as confidential.

Employees <u>must not share passwords</u> and must not access coworkers' systems without expressed authorization.

Document Deletion:

Deleting or erasing information, documents, or messages maintained on the library's technological resources is, in most cases, ineffective. All employees should understand that any information kept on the library's technological resources may be electronically recalled or recreated regardless of whether it may have been deleted or erased by an employee. Due to the library's periodic back-ups all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

The Internet and On-Line Services:

The library provides authorized employees access to online services such as the Internet. The library expects that employees will used these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use the library's technological resources to access, download, or contribute to the following:

- o Gross, indecent, or sexually-oriented materials
- o Sports sites
- o Job Search sites
- o Entertainment sites
- o Gambling sites
- o Games, humor
- o Television
- o Illegal Drug-oriented sites
- o Personal Pages of individuals (i.e. Facebook, Instagram)
- o Politically-oriented sites or sites devoted to influencing the course of legislation or public policy

Additionally, employees must not sign "guest books" at websites or post messages to Internet news groups or discussion groups at websites. These actions will generate junk email and may expose the library to unwanted attention. The library strongly encourages employees who wish to access the Internet for non-work-related activities to get their own personal Internet access accounts.

Participation in Online Forums:

Employees should remember that any messages or information sent on library-provided facilities to one or more individuals via an electronic network – for example, Internet mailing lists, bulletin boards, and online services are statements identifiable and attributable to the Dolton Public Library District.

The library recognizes that participation in some forums might be important to the performance of an employee's job. For instance, an employee might find the answer to a technical problem by consulting members of a news group devoted to the technical area.

Software:

To prevent computer viruses from being transmitted through the library's computer system, unauthorized downloading of any unauthorized software is strictly prohibited. Only software registered through the Dolton Public Library District may be downloaded. No employee may load any software on the library's computers, by any means of transmission, unless authorized in advance by the Library Administrator.

Security/Appropriate Use:

Employees must respect the confidentiality of other individual's electronic communications, except in cases in which explicit authorization has been granted by the library's administrator, employees are prohibited from engaging in, or attempting to engage in:

- o Monitoring or intercepting the files or electronic communications of other employees or third parties
- o Hacking or obtaining access to systems or accounts that they are not authorized to use
- o Using other people's log-ins or passwords
- o Breaching, testing, or monitoring computer or network security measures

  Other regulations that should be followed are as follows:

- ▪ No email or other electronic communications can be sent that attempt to hide the identity of the sender or represent the sender as someone else.

- Electronic media and services should not be used in a manner that is likely to cause network congestion or significantly hamper the ability of other people to access and use the system.
- Anyone obtaining electronic access to other companies' or individuals' materials must respect all copyrights and cannot copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.
- The library has taken the effort to have installed a variety of programs and devices to ensure the safety and security of the library's technological resources. Any employee found tampering or disabling any of the library's security devices will be subject to discipline up to and including termination.

Confidential Information:

Confidential information should not be accessed through the library's technology resources in the presence of unauthorized individuals. Similarly, confidential information should not be left visible or unattended.

Violations:

Any employee who abuses the privilege of their access to email or the Internet in violation of this policy, intentional abuse of the network, intentional uploading or creation of computer viruses, intentional unauthorized access to files or emails of other users, and/or illegal conduct including any form of vandalism to equipment will be subject to corrective action, including possible disciplinary action, termination of employment, legal action, and criminal liability.

Maintenance:

Dolton Public Library District is responsible for the servicing and protecting its electronic communications systems with normal and routine maintenance.

Procedures:

Procedures for accessing the voicemail, email and Internet systems, as well as the guidelines as to how to use properly can be obtained from the Business Office.

Employee Agreement on Use of Technological Resources:

I have read, understand, and agree to comply with the foregoing policies, rules and conditions governing the use of the library's computer and telecommunications equipment and services. I understand that I have no expectation of privacy when I use any of the telecommunication equipment or services. I am aware that violations

of this guideline on appropriate use of the email and Internet systems may subject me to disciplinary action, including termination from employment, legal action and criminal liability. I further understand that my use of the email and Internet may reflect on the image of the library and to our patrons, and that I have the responsibility to maintain a positive representation of the library. Furthermore, I understand that this policy can be amended at any time.

Dated: _____

Employee

_____

Authorized Signature

_____

Print Name and Title