

GRAND VALLEY PUBLIC LIBRARY BOARD

Staff Technology Use Policy

Policy Level: Administration

Keywords: staff computers; online rules, computers

Date Approved: Motion #

Chair Signature:

Purpose

To ensure staff behaviour in online systems is consistent with the core values of the Grand Valley Public Library (GVPL) including: accountability, respect, embracing a diversity of opinion and protecting the dignity of individuals. To protect the Grand Valley Public Library organization and staff by providing staff with guidelines for the acceptable use of computers, online systems and other devices issued to staff. To ensure staff understand inappropriate uses that are not acceptable and that may result in disciplinary measures.

Scope

This policy covers staff use on library issued computers and mobile devices, library email and network; and participation in online forums where staff are identified as employees of the Grand Valley Public Library.

Acceptable Use of Systems

The Grand Valley Public Library provides staff and other specified users with technology to support their work on behalf of GVPL.

- **Primarily for Work:** The systems provided by the GVPL are intended primarily to support library operations and work.
- **Limited Personal Usage:** Occasional and incidental personal use of Library equipment is permissible. Prolonged use of Library equipment for personal use is prohibited. Business use not related to the Library is prohibited.
- Staff while not working may use library equipment to support personal training if it does not impact operations and their Manager approves. Access to the library when it is closed is generally not allowed.
- **Take Personal Responsibility:** By using the GVPL provided hardware, software, and network systems you assume personal responsibility for their appropriate use and agree to comply with this policy and other applicable policies, as well as, provincial and federal laws and regulations.
- **Know and comply with the Rules:** Staff use will comply with this policy, as well as with applicable licenses, acceptable use terms, contracts, and agreements. It is your responsibility to read and understand the applicable terms of use for the systems you use.
- **GVPL Ownership:** Content and work done on library systems by Library employees or contract personnel is owned by the Library.
- **Do not Make Unauthorized Copies:** Unless otherwise provided in the applicable license or agreement, any duplication of copyright software, except for backup and archival purposes, may be a violation of federal and provincial law. In addition to violating such laws, unauthorized duplication of software is a violation of the Grand Valley Public Library's Software/Hardware Policy

Violations

Unacceptable use of systems is defined as usage that is not consistent with this policy or with the Online Code of Conduct (Appendix I). Prohibited activities include: accessing, storing or forwarding harassing, obscene or other materials that are not conducive to a positive work environment. Inadvertent access of such material will not be considered a violation; however, storing, forwarding or printing such material (except where reporting a potential violation to management) shall be considered a violation of this policy and be subject to disciplinary measures.

- Violations may result in disciplinary action against the employee involved, up to and including dismissal
- The Chief Librarian or designate may request an audit of a users operation of the system if abuse or contravention of this policy is suspected.

Appendix I: Online Code of Conduct

GVPL employees using email, or participating in online forums need to ensure their use complies with library policy. The online Code of Conduct applies to staff use of systems where they are identified as employees of the Grand Valley Public Library. Using your library email address or identifying yourself as a library employee online requires you to comply with this Code of Conduct and other library policies.

Appropriate Use of your GVPL Email Account

The following activities are generally authorized uses of staff email:

- Communicating with staff, official bodies and vendors as required by the position
- Responding to public inquiries
- Participating in professional, job related research
- Distributing work related correspondence
- Accessing approved job related distance learning opportunities
- Participating in job-related listserves and mailing lists, blogs, etc.

Appropriate Use of Internet

The following activities are generally authorized staff uses of the Internet:

- Research related to customer information inquiries
- Research related to developing resources for the library website, catalogue and myhamilton.ca
- Other sites accessed as required to perform job duties
- Using Instant messaging and other technologies as directed as part of the job function

Authorization for Participation in Online Forums

Participating in an externally accessible online forum as an identifiable GVPL employee requires Management approval and coordination. Before participating staff need to get approval from the CEO. Participation will be reviewed semi-annually by the CEO.

- Participation needs to be part of your job duties
- Participation needs to be a part of a coordinated strategy and properly resourced
- Participation in online forums is focused on promoting services, resources or sharing information that is of benefit to our community or the library community more generally.
- Staff participating in online forums need to adhere to the 7 rules of online systems

Rules of Online Participation

1. Protect your and GVPL's good name: Be mindful of what you say online and how you say it. What you publish will be around for a long time. Your statements should reflect the vision and values of the Grand Valley Public Library. While all the values outlined in our Strategic Plan apply to your work online, pay special attention to these core values: accountability, respect, embracing a diversity of opinions and protecting the dignity of individuals.
2. Protect the privacy of others: Be sure not to provide personal information about customers or other staff. See Privacy Policy
3. Be who you are: GVPL believes in transparency and honesty and we therefore discourage the use of using false screen names or pseudonyms when staff are officially representing GVPL. Staff may wish to use their first name and last initial to protect their privacy.

4. Use Good Judgment: think before you act, ensure your online activities are consistent with your approved mandate. Ask if you are unsure.
5. Stay focused and active: Building trust and a positive online reputation takes time and requires a consistency of effort over time.
6. Remember your role is not media relations: While the focus of participation is on promoting services or resources, from time to time, an online discussion might turn into a political discussion about web filtering in libraries, a change in library service, funding for libraries or other public policy issues. Participation in these discussions needs to be closely coordinated by the Manager of Communication and Community Development. See Media Contacts Procedures.
7. Report inappropriate behavior: GVPL strives to create a workplace free of discrimination and harassment; however, GVPL cannot control and is not responsible for the activity that occurs on other systems. If you are on a system in conjunction with your work and you encounter behaviour that would not be acceptable inside GVPL, you should leave the site and report the behaviour to the service provider. Such incidents should also be reported to your manager.