



Sacramento Public Library Authority

October 25, 2012

Agenda Item 15.0: Policy Update:
Staff Information Technology Resources Usage

TO: Sacramento Public Library Authority Board Members
FROM: Gerry Calderón, Information Technology Manager
RE: Policy Update: Staff Information Technology Resources Usage

RECOMMENDED ACTION(S):

Adopt Resolution #12-45, A Resolution Approving the Staff Information Technology Resources Usage Policy.

REASONS FOR RECOMMENDATIONS

The policy is being updated from the Internet Staff Usage Policy to Staff Information Technology Resources Usage Policy to reflect the growing diversity of technological equipment and software applications that Library employees use in performing their job duties.

The purpose of the Staff Information Technology Resources Usage Policy is to establish clear procedures and guidelines for the acceptable use and security of Library-provided information technology resources.

The policy will be reviewed periodically and brought back to the Board, as needed.

ATTACHMENT(S)

Resolution 12-45, a Resolution Approving the Sacramento Public Library Staff Information Technology Resources Usage Policy.

Exhibit A: Staff Information Technology Resources Usage Policy



Sacramento Public Library Authority

RESOLUTION NO. 12-45

Adopted by the Governing Board of the Sacramento Public Library Authority on the date of:

October 25, 2012

A RESOLUTION APPROVING THE UPDATE AND RENAMING THE LIBRARY STAFF INTERNET USAGE POLICY AND TO STAFF INFORMATION TECHNOLOGY RESOURCE USAGE POLICY.

BE IT HEREBY RESOLVED BY THE GOVERNING BOARD OF THE SACRAMENTO PUBLIC LIBRARY AUTHORITY AS FOLLOWS:

1. The Sacramento Public Library Staff Information Technology Resources Usage Policy, as set forth in Exhibit A, is approved.

Sophia Scherman, Chair

ATTEST:

Rivkah K. Sass, Secretary

By: _____
 Rivkah K. Sass, Secretary

ATTACHMENT(S)

Exhibit A: Staff Information Technology Resources Usage Policy



Sacramento Public Library Authority

Sacramento Public Library Policies and Procedures

Policy No:			
Title:	Staff Information Technology Resources Usage Policy		
Department:	Information Technology		
Issue Date:	9/25/2003	Board Approval Date:	9/25/2003
Revision Date:	10/11/2012		

I. PURPOSE

The purpose of this policy is to establish procedures and guidelines for the acceptable use and security of SPL Information Technology (IT) resources. SPL relies on its IT resources to conduct official business, to provide effective service of the highest quality to its constituents, and to discover innovative and creative ways to use IT resources and improve service.

It is every User's (as defined in Attachment A) duty to use SPL's IT Resources responsibly, professionally, ethically and lawfully. A violation of this policy may result in disciplinary actions, up to and including termination, and may subject an employee to civil and/or criminal liability.

II. POLICY

It is the intent and policy of the Sacramento Public Library (SPL) administration to facilitate the efficient and productive use of IT Resources by SPL staff as a means of accomplishing SPL's mission and program goals. Use of SPL-provided IT Resources by SPL staff is a privilege, not a right, and may be revoked at any time. IT Resources are provided to SPL staff member as tool to assist staff in performing their employment responsibilities.

A. ACCEPTABLE USE

The SPL is the sole owner of IT Resources and reserves the right to monitor and/or log and disclose contents and usage at any time of any IT Resources provided to Users, including e-mail and all web site communications, with or without notice. There is no reasonable expectation of privacy or confidentiality in the use of these SPL-provided IT Resources. No SPL employee or agent is authorized to create an expectation of privacy or make exceptions to this policy, through words, acts, failure to act, or otherwise.

SPL-provided IT Resources shall be used for official SPL business. Limited incidental personal use of IT Resources is not prohibited provided the use does not directly or indirectly interfere with SPL business, result in a significant monetary expenditure to SPL, or involve the expenditure of a significant amount of time by the User away from his/her job duties.



Sacramento Public Library Authority

1. Uses that are acceptable and encouraged:

- a. Access to online contracted resources, such as full-text journals, e-books, and other reference sources;
- b. Communications and information exchanges directly relating to the mission charter, and operational activities of the SPL;
- c. Announcements of policies, meetings, services, or activities related to the mission of the SPL;
- d. Publication of SPL reports, resource guides, studies, and bibliographic information;
- e. Use for advisory, standards, research, analysis, and professional society or development activities related to the staff member's duties; and
- f. Use in applying for or administering grants or contracts for the SPL.

2. Uses that are unacceptable:

SPL-provided IT Resources must not be used for or contain any material that may be reasonably considered offensive, disruptive, harassing, defamatory or threatening towards SPL, any user, or any third party. Users are prohibited from engaging in any internal or external communication using SPL-provided IT Resources

- a. Violates or infringes on the rights of any other person, including the right to privacy and copyright;
- b. Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, discriminatory, or illegal material;
- c. Violates regulations and policies prohibiting sexual harassment (see the SPL Sexual Harassment Policy);
- d. Restricts or inhibits other users from using the system or the efficiency of the computer systems;
- e. Masks the identity of an account or a machine (including sending mail that appears to come from someone else);
- f. Refers to violence; use of controlled substances; racism; sexism; pornography; illegal conduct; gambling; betting; or other subjects that would be offensive to a reasonable adult in the work environment.
- g. Uses the IT Resource for the purpose of criminal intent.

3. It is also unacceptable for a staff member to use the facilities and capabilities of the Library's computer systems and networks to:

- a. Conduct any non-approved business or activity, including the circulation or dissemination of commercial or personal advertising;



Sacramento Public Library Authority

- b. Transmit material, information, or software in violation of any local, state or federal law (e.g., copyright, patent, trademark, license);
- c. Conduct any political activity;
- d. Conduct any non-SPL-related fund raising or public relations activities;
- e. Engage in any business activity for personal profit or personal business transactions offering services or products to others; or
- f. Make any unauthorized library purchases.

B. RESPONSIBLE USE

SPL staff have an obligation to use their IT Resources in a responsible and informed way, conforming to network etiquette, customs, and courtesies. Accepted guidelines should be followed when using electronic mail communications, participating in electronic discussion groups, using remote computer services, transferring files from other computers, or disseminating information to others on the Internet

Users should identify themselves properly when using any Internet service. They should also be careful about how they represent themselves, given that what they say or do could be interpreted as SPL opinion or policy. Users should be aware that their conduct could reflect on the reputation of the Sacramento Public Library and its staff.

1. ELECTRONIC MAIL

The content and maintenance of a staff member's electronic mailbox and shared file storage areas are the user's responsibility. SPL electronic mail for all users occupies shared space on the Library's mail server, and staff members are strongly urged to conserve mailbox storage. Therefore, users should:

- a. Check electronic mail daily;
- b. A signature block will be attached at the bottom of electronic mail message as approved by Library Administration;
- c. When not officially representing the Sacramento Public Library, if the message could be perceived as Library business or opinion, add a disclaimer to the signature block. An example of a disclaimer is: "The opinions expressed here are my own and do not necessarily represent those of the Sacramento Public Library."
- d. Be aware that electronic mail is not assumed to be private communication, because others may be able to read or access mail.
- e. Delete unwanted messages or files immediately, because they take up disk storage space. The e-mail system will keep a user's deleted mail for 30 calendar days. If a user has sufficient reason to keep a copy of e-mail, they are responsible for moving the message to another location for archiving purposes.
- f. Transfer to local disks for future reference any messages or files to be saved
- g. Refrain from initiating or forwarding chain e-mail. (Chain e-mail is a message sent to a number of people asking each recipient to send copies with the same request to a specified number of others.)



Sacramento Public Library Authority

2. ELECTRONIC DISCUSSION GROUPS

Staff members who participate in electronic discussion groups should learn and abide by the rules and etiquette of those groups. Just as different groups of people vary in their expectations, the rules and etiquette may vary among discussion groups. Some general guidelines are:

- a. Retain initial welcome messages/information files received when first subscribing to a discussion group.
- b. Study the conventions and particular interests of the group prior to becoming an active participant.
- c. Use signature blocks at the bottom of electronic mail messages. Signature blocks should be short, preferably not more than six lines, and should include the user's name, electronic mail address, phone number, and postal address.
- d. When not officially representing the Sacramento Public Library, if the message could be perceived as SPL business or opinion, add a disclaimer to the signature block. An example of the disclaimer is, "The opinions expressed here are my own and do not necessarily represent those of the Sacramento Public Library."
- e. Keep messages short and to the point. Generally, limit messages to one subject.
- f. Act in a professional and courteous manner. Avoid gossip and remember that statements about others may find their way back to them. Be patient with new users.
- g. Be clear and concise. Re-read messages before sending them to be sure they will not be misunderstood. Read all messages carefully before responding.
- h. Be aware of the potential audience in any discussion group to address them accordingly.
- i. Be careful when using sarcasm and humor.
- j. Cite all quotations, references, and sources
- k. Use capitalization sparingly. Capitalizing long portions of a communication is called "shouting" and is considered rude. *Asterisks* or underscore_characters can be used to make a stronger point.
- l. Use discretion when sending long documents to discussion groups. It is preferable to reference the source of a document and provide instructions on how to obtain a copy.



Sacramento Public Library Authority

- m. Do not forward personal electronic mail messages to discussion groups without the original author's permission.
- n. Respect copyright and licensing agreements.
- o. Include only relevant portions when quoting from a previous message. Clearly identify the quoted portions.
- p. Never use official dissemination tools to distribute personal information.

3. PROVIDING ELECTRONIC INFORMATION

To ensure that information is disseminated properly, SPL users should observe a few basic guidelines:

- a. Obtain the appropriate approvals, prior to placing any information on the Internet
- b. Make every reasonable attempt to ensure that the information being provided is accurate and is kept up to date.

C. CONFIDENTIALITY

In using IT Resources and in the course of performing their duties, SPL staff member may have access to personal, highly sensitive and confidential information, including, but not limited to, personnel records, patron records, and medical records. SPL staff member shall use such information only in completion of their job duties and must keep the information strictly confidential.

D. COPYRIGHTED

Users may download copyrighted material, but its use must be strictly within the agreement as posted by the author or current copyright law. Users may not post or upload copyrighted material to SPL's web site. The federal Copyright Act at 17 U.S.C. 101 et. seq. (1988) protects and prohibits misuse of all original works of authorship in any tangible medium of expression.

E. PERSONAL USE / PERSONAL HOME PAGES & WEB SITES

The SPL e-mail system and Internet access are intended for valid business functions. Personal use of these resources that interferes with the employee's performance or the function of Sacramento Public Library, or is intended for personal monetary gain, is prohibited. The sending of excessive or unwanted personal e-mails, chain letters, junk mail, jokes and executables is prohibited. All messages distributed via the e-mail system are Sacramento Public Library's property.

Personal use of SPL computer workstations and Internet access on an employee's own time is a privilege and may be revoked at any time by library management. Personal use of library workstations and Internet access is subject to all of the provisions of this Policy.



Sacramento Public Library Authority

Employee use of Internet access or computer workstations must not interfere with the work of other staff that needs access to the same workstation to perform their duties. Library employees should not use library e-mail for personal business. Employees are encouraged to establish independent e-mail accounts that can be accessed via a Web browser for use on their own time.

The SPL does not support the development of personal web sites or web pages by SPL staff. SPL resources (including work time, equipment, software and services) may not be used by Library staff to create, mount, present, or otherwise support personal web sites. Unless developed under the direction of and at the specific request of SPL management, web pages that are designed and/or developed by individuals may not be mounted on SPL Internet servers, nor will they be considered part of (or linked to) the official Library Home Page.

F. SPL WORK PRODUCTS

Work products (including text documents and accompanying charts, graphs, and tables) produced in conjunction with a staff member's assignment, in both draft and final form, are considered the property of the SPL. SPL ownership shall be acknowledged in a statement associated with the appropriate web page posting on the Internet site.

G. COMPUTER SECURITY ISSUES

SPL Internet users are obligated to use safe computing practices in order to ensure that security for the Library's network, equipment, data, and resources is maintained at all times. SPL managers and supervisors are responsible for overseeing that staff Internet users are acting responsibly in using Internet resources. Each user is responsible for ensuring that his or her use of non-SPL computers and networks, such as the Internet, does not compromise the security of SPL's computer systems, including the Integrated System, staff and public microcomputer workstations, and the Library-based servers.

Users should be aware that user names and passwords used in the processing of accessing a remote computer system—via telnet or for file transfer purposes—may be transmitted in an unsecure environment.

H. AUTHORIZED ACCESS TO COMPUTERS AND NETWORKS

The staff Internet user's ability to connect to SPL or outside computer systems via the Internet or directly via modem access does not imply a right to connect to or make use of these systems—or to access restricted areas or files—unless specifically authorized to do so. This responsibility also requires the staff member to use reasonable precautions—such as assigned accounts and passwords—to prevent unauthorized access to the Library's systems and networks from users outside of the system.



Sacramento Public Library Authority

I. VIRUS PREVENTION AND DETECTION

Each user is responsible for taking reasonable precautions to avoid introducing viruses into the SPL's computer systems and networks. To that end, all information received on floppy disk or other magnetic or optical media, and all material downloaded from the Internet or from outside computers or networks must be scanned for viruses and other destructive programs before being placed on Library systems. Users should be aware that their home computers and laptops might contain viruses. All disks transferred from these computers should be scanned prior to loading as well.

E-mail attachments are a mechanism for transferring viruses and other destructive programs to the user's computer. Staff users should be extremely cautious about opening incoming file attachments, particularly when the user is not familiar with the source or origin of the document. If a user suspects that a virus has been introduced, he or she should notify staff in the Information Technology department immediately.

J. DOWNLOADING OR INSTALLING FILES/PROGRAMS

The practice of downloading or installing executable files or programs on SPL computers is prohibited. This includes browser plug-ins not authorized by the library's Information Technology unit. Beyond the increased risk of virus attack, downloading files may corrupt the configuration of the system, requiring unnecessary or expensive repairs. Damage caused to a computer by an unauthorized download may lead to disciplinary action against the employee doing the download. The library also prohibits the downloading and exchange of music files, most commonly available in the MP3 format, Chat, Instant Messaging and other similar applications.

K. USE OF ENCRYPTION SOFTWARE

The SPL currently does not support Internet or other network applications that by their nature (storing and transmitting confidential or secure data) require the use of encryption techniques. Therefore, staff members may not install or use encryption software on Library-owned systems or networks. In addition, users should not use encryption keys or file-specific passwords without the permission of, or unknown to, their supervisors.

L. OBTAINING INTERNET USAGE PRIVILEGES

Permission to establish and use a SPL Internet account is granted at the discretion of the Manager. Upon receiving permission for an account, staff members will be assigned a unique account name and a password. Password-protected access provides a level of security for the Library's computer resources.



Sacramento Public Library Authority

M. USE OF INTERNET ACCOUNTS AND PASSWORDS

A confidential password does not guarantee privacy. Passwords help secure information stored on a computer. The minimum password is eight (8) characters in length. The user will be prompted to change their password every 90 days. For every user, 12 previous passwords will be remembered. The unauthorized use of passwords and codes to gain access to other's e-mail messages is prohibited. Passwords should not be saved online or posted conspicuously.

N. COMPLIANCE WITH THIS POLICY

All staff of the SPL is responsible for complying with this Policy. Violations will result in a revocation of access privileges and may result in disciplinary action up to and including termination.

O. REGULATION AND ENFORCEMENT

SPL managers and supervisors are responsible for enforcing this policy and for investigating suspected non-compliance. Staff member access may be suspended with or without notice when deemed necessary for the operation and/or integrity of the SPL's communications infrastructure or connected networks. Discipline, up to and including termination, may be imposed.

P. NO EXPECTATION OF PRIVACY

Staff shall have no expectation of privacy related to their use of SPL-provided IT equipment or resources, whether during or after normal work hours. Users have no right of privacy in anything they create, store, send or receive on the SPL computer systems. SPL may, but is not obligated to, monitor e-mails and Internet usage without prior notification of staff.

Electronic mail communications are not, and should not be assumed to be, private. The sender should always assume that a message might be forwarded to unintended parties. Information of a confidential nature should not be communicated via electronic mail messages.

Q. EMPLOYEE ACKNOWLEDGEMENT FORM

Each SPL staff user shall sign an **Employee Acknowledgement Form** (Refer to Attachment B) acknowledging that he/she has received and read the document entitled, *Sacramento Public Library Staff Technology Resource Usage Policy*. Users must recognize that the use of SPL IT resources is a privilege and that the policies implementing usage are requirements that mandate adherence.

R. NO WARRANTY

The SPL makes no warranties of any kind, whether expressed or implied, for the service that is the subject of this policy. The SPL will not be responsible for any damages whatsoever which employees may suffer arising from or related to their use of SPL



Sacramento Public Library Authority

electronic information resources, whether such damages be incidental, consequential or otherwise, or whether such damages include loss of data resulting from delays, non-deliveries, mistaken deliveries, or service interruptions even if caused by SPL's negligence, errors or omissions.



Sacramento Public Library Authority

ATTACHMENT A: GUIDELINES and DEFINITIONS

The following are definitions and common terms used in discussing the Internet.

Confidential Information: Information that is intended to be accessible only to owners of the information and those who rightfully have access to the information.

User of Information Technology Resource: Any current employee of the SPL, including full- and part-time regular, regular intermittent, contractors, student assistants, youth aides, volunteers, or anyone who, by virtue of their work association with the SPL, is afforded access privileges to Information Technology Resources.

Download: Transferring computer files to a hard drive or any portable storage device.

E-Mail: Electronic Mail is a method of exchanging digital messages from an author to one or more recipients. E-mail operates across the Library's internal network or the Internet.

E-mail System: The Library adopted Microsoft Exchange Outlook/Outlook Web Access server-client system for its E-mail system.

FTP: File Transfer Protocol is a tool that allows the user to transfer files (software, text, etc.) from one computer to another on the Internet.

Information Technology (IT) Resource(s): Tools that allow access to technological devices, or are technological devices themselves that service information, access information, and the information itself. These IT resources include all SPL-provided computers and servers; desktop workstations; laptop computers; handheld computing and tracking devices; cellular and office phones; network devices such as data, voice and wireless networks, routers, switches, hubs; peripheral devices such as printers, scanners and cameras; pagers, radios, voice messaging, facsimile transmissions, copy machines, electronic communications such as E-mail and text messages; external network access such as the Internet; software including packaged and internally developed applications; and all information and data stored on SLP equipment as well as any other equipment or communications that are considered an IT Resource.

Internet: The Internet is an electronic communication medium, connecting computers and mobile devices worldwide, through which information or electronic mail may travel.

Intranet: A private internal network used by the Library as an electronic communications tool using the same features as the Internet with the use of a managed content system.



Sacramento Public Library Authority

Listserv: An electronic discussion group via e-mail, to which a user subscribes.

OWA: Outlook Web Access is an application used to access the Microsoft Exchange e-mail system from a browser.

SPL: Sacramento Public Library.

Universal Resource Locator (URL): A standardized way of specifying a particular site or file on the Internet. URLs combine information about the type of protocol being used, the address of the site where the resource is located, the subdirectory location and (where used) the file name.



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ATTACHMENT B: EMPLOYEE ACQNOWLEDGEMENT FORM

Sacramento Public Library Staff Technology Resource Usage Policy Employee Acknowledgement Form

I, _____ have read and understand the **SACRAMENTO PUBLIC LIBRARY STAFF INFORMATION TECHNOLOGY RESOURCE USAGE POLICY** with all its terms and conditions. I agree to abide by this policy as a condition of my employment. I understand and agree that non-compliance with this policy may be grounds for discipline, up to and including termination, as well criminal or civil penalties.

I understand that all computer network activity conducted on SPL-provided IT Resources is the property of the Sacramento Public Library.

I understand that the Sacramento Public Library reserves the right to monitor and log all network activity, including electronic mail and website transactions, with or without notice. I understand that I have no expectations of privacy in the use of SPL-provided IT resources. At the end of my employment, I agree to return to SPL all IT resources to which I have had access in order to do my job.

Check One:

I do not request training. I have read and understand the policy.

I have received training. I have read and understand the policy.

Signed: _____ Date: _____

Supervisor: _____ Date: _____

*Keep a copy for your records and send the original to
Sacramento Public Library Human Resources Department*