



Staff Use of Technology Policy

Policy Number: 18-97

Policy Approval Date: February 8, 2022

Policy Review Date: February 2026

Definitions

Annex: 1 Minerva St. E.

Computer Resources: Includes the Internet, software, printers, computer equipment and devices, and email.

Designated Communicator: A Huntsville Public Library employee who is authorized to participate in social media for approved business purposes.

Devices: Examples include tablets or phones in various operating system formats.

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Social Media: A term that refers to third-party internet based applications, websites and databases that enable collaboration and sharing of opinions, images, information, experiences and conversations among users. Social media channels include but are not limited to Blogs, Forums, Facebook, Twitter, YouTube, Pinterest, Vimeo, Flickr, LinkedIn, HootSuite, etc.

Policy

The Huntsville Public Library Board recognizes the importance of computers, devices and the Internet as work tools and sources of information. The Library supports the use of computers, handheld devices, the Internet and email by employees in their work while recognizing the need to protect its network, systems and resources.

The purpose of this policy is:

- To ensure staff use of technology resources is consistent with the Library's values of:
 - Lifelong learning
 - Innovation, Intellectual Freedom and Creativity
 - Accountability & Leadership
 - Community and Partnership
 - Diversity and Equitable Access

- To instruct staff in the efficient, effective and secure use of the technologies and offer guidelines on acceptable use.
- To ensure staff understands inappropriate uses that are not acceptable may result in loss of privileges, and/or disciplinary action up to and including dismissal, depending on the severity of the infraction.
- To protect the Library and its information technology infrastructure against hazards such as unauthorized access, malicious manipulation and/or destruction of information/data, virus invasion, inappropriate use, litigation due to misappropriation of software and/or data, and/or inappropriate disclosure of personal information.

Scope

This policy addresses staff use of Library housed or issued computer equipment, mobile devices, software, operating systems, applications, use of the Internet, email, and use of the Library's network.

This policy applies to all full-time, part-time and casual staff, as well as any contractors and consultants including their affiliated third parties who may have access to library systems or networks.

The unique considerations associated with online and social media channels are reflected within Huntsville Public Library's Social Media Policy (18-62).

Guidelines

Acceptable Use of Technology and Employee Accountability

The Library provides staff with technology resources to support their work and learning on behalf of the Library. Acceptable use of technology resources by staff includes the following:

Primarily for Work and Learning

The technology resources provided by the Library are intended primarily to support Library operations, work and ongoing staff development.

Personal Responsibilities

By using the Library provided technology resources, staff assume personal responsibility for appropriate use and agree to comply with this policy, and other

applicable policies, licenses, acceptable use terms, contracts and agreements as well as provincial and federal laws and regulations.

It is the responsibility of staff to read and understand the applicable terms of use of the systems you use. All staff are required to acknowledge that they have read and will act in accordance with the Policy and Guidelines.

All employees have an obligation to protect passwords and access codes and must not disclose to unauthorized co-workers or the public.

All employees are responsible for reporting inappropriate use, behavior or communications to the CEO/Chief Librarian.

Limited Personal Use

Occasional and incidental personal use of Library technology resources is permitted provided that such use does not adversely impact the daily work of the Library. Prolonged use of technology for personal use is not permitted. Business use or use for profit not related to Library work is not permitted. Employees are responsible for exercising good judgment regarding reasonableness of personal use. If there is any uncertainty, staff should consult the CEO/Chief Librarian.

Ownership

All computer equipment, mobile devices, licensed versions of software programs and electronically created files and emails are considered the property of the Library, until such time that they are removed from the Library's inventory. Content and work done on the Library's systems and technology resources is owned by the Library. Making copies of software that is under the Library's license is prohibited.

Inappropriate Use and Inappropriate Material

Inappropriate use means using the Library technology resources for:

- Creating, accessing, sending, uploading, downloading, posting, loading or saving inappropriate material,
- Creating, sending, uploading, posting or loading information that constitutes threats, harassment, libel, slander, defamation or other similar acts,
- Creating, sending, uploading, posting or loading information that constitutes a nuisance, including spamming and virus distribution.

Inappropriate material means, but not limited to:

- Any pornographic or violent material including text and pictures,
- Hate propaganda,
- Other material prohibited under legislation and Library policies.

Personal Hardware and Software Installation

- Staff owned hardware and software may not be installed on the Library's computer equipment.

Privacy and Confidentiality

The Library may access and use all information and data stored on and communicated through its technology resources for its legitimate purposes including:

- To facilitate work in an employee's absence.
- To conduct routine technical administration.
- To investigate suspicions of improper system use.
- To comply with legal obligations.

Staff who engage in personal use of the Library's technology resources are deemed to accept that the Library has this right of access and may raise no expectation of privacy that prevents the Library from accessing and using information and data for its legitimate purposes.

Upon hiring, Library Staff must complete the Staff Acknowledgement (Appendix A).

Monitoring

As a means of protecting the security of the Library computing environment and facilitating systems management, the Library may monitor a staff member's computer use/equipment and data stored or communicated through technology resources to ensure appropriate use. Any such monitoring requiring access to the employee's documents, browsing history or email accounts, will only be undertaken with the authorization of the CEO/Chief Librarian.

Huntsville Public Library Email Accounts

Appropriate Use of HPL Email Accounts

The primary purpose of the Library's email system is for Library business communication. The following are examples of authorized uses of HPL email: Communication with staff, other official bodies and vendors as required by the position

- Responding to user enquiries
- Participating in professional, job related research
- Distributing work related correspondence
- Accessing approved job related distance learning opportunities
- Participating in job related listserves, mailing lists, blogs, etc.

Message Standards

All correspondence sent from the Library should be treated as a professional document. As such, all messages directed to recipients outside of the Library should include a signature line containing the following elements and reflecting the Library's logo:

- Name
- Position
- Department
- Email address
- Name of library
- Phone number

Viruses and Email

Emails from known and unknown sources may contain viruses that can affect the Library's network. It is the responsibility of staff to exercise caution when receiving any email attachments.

Privacy and Confidentiality

Staff should be aware that email messages may not be private or confidential. The Library may be required to access the information contained in a staff email.

Internet Use

Appropriate Use of the Internet

The Internet enables staff to gather information relevant to the Library and its businesses from external sources, and to provide Library information to Library customers. The Internet also enables staff to research relevant topics and to obtain and prepare useful business information. It is the responsibility of the CEO/Chief Librarian to determine the need for staff access to the Internet.

The following activities are examples of appropriate staff use of the Internet:

- Research related to customer information enquiries
- Research related to developing resources for the Library's publications, website
- Other sites accessed as required to perform job duties.

Social Media Policy

Huntsville Public Library's Social Media Policy (18-62) is meant to provide clarity and guidance to the unique considerations associated with online and social media channels and works in collaboration with relevant legislation and all relevant Huntsville Public Library policies and procedures.

When using social media for personal use and when identifiable as a Library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and service values of Huntsville Public Library and act appropriately and with good judgment.

This social media policy applies to all Library staff and members of the public who interact through HPL's online and social media channels.

Contravention of Policy

If the Library suspects a policy violation, the Library may restrict access to technology resources pending the completion of an investigation. If the Library finds a policy violation, the Library will exercise its rights to take appropriate disciplinary action depending on the severity of the infraction including, but not limited to:

- Verbal or written warning,
- Rescinding of email or Internet accounts,
- Restricted access to technology resources,
- Disciplinary action up to and including dismissal

Authorization must be obtained from the CEO/Chief Librarian prior to commencing an investigation into inappropriate use of technology resources.

Related Documents

Social Media Policy

Staff Acknowledgeable Form (Appendix A)

Town of Huntsville Social Media Corporate Policy (Version 1-13; May 25, 2015)

Code of Conduct Policy & Signage

Privacy Policy

Technology Policy

History

Approved by the Huntsville Public Library Board, February 8, 2022

October 9, 2018 | Motion: 18-97.

November 9, 2015 | Motion: 15-99.

November 10, 2014 | Motion: 14-86.

Appendix A: Staff Acknowledgement Form

Staff Acknowledgement

I hereby acknowledge that I have read the Huntsville Public Library's Staff Acceptable Use of Technology Policy and Guidelines. I understand my responsibilities as an employee and representative of the Library, and will act in accordance with the Policy and Guidelines.

Name

Signature

Date