

**Section 10:**

**Technology**

**Bylaw:**

**Technology**

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The Sheep River Library shall develop and adopt a technology resource plan that fulfils specific needs and service principles.

Sheep River library will be in compliance with the Marigold Library System IT Service Agreement. (Appendix B)

Approved: January 10, 2019

## Section 10: A

## Public Usage

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- i. Access to public computers and other devices and services is available free of charge. There is a charge per page for printing documents.
- ii. Two of the public computers are restricted for adult use only.
- iii. Time limits for usage may be applied if there is a demand for usage.
- iv. Users are responsible for their actions and activity. Improper use of library devices or wireless Internet (WiFi) may lead to the suspension or loss of privileges.
- v. Customers use the Library's devices and internet connection at their own risk. The Library is not responsible for equipment malfunction or the loss or transmission of user's data.
- vi. Use of the Library's wireless access is subject to the Internet Access Policy. (10:B)
- vii. The Library does not censor access to the materials on the internet or protect users from information they may find offensive. However, some materials are inappropriate for viewing in a public space. Staff may end a session if inappropriate content is displayed on either a library owned or personal device.
- viii. If requested by a customer, staff may provide assistance with a customer's personal device(s) in accordance with staff skill and comfort levels. In the course of providing assistance, it may be necessary for Library staff to operate, change settings, and/or install software on a customer's device (in person or remotely). Sheep River Library is not responsible for equipment malfunction or the loss or transmission of a user's data as a consequence of staff assistance. It is the customer's responsibility to understand and follow the warranty stipulations for their device(s).
- ix. Staff may provide assistance in locating on-line forms but cannot fill in forms for patrons.

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- i. While the Internet is a valuable tool, it is imperative for users to be aware that the Internet is an unregulated network of resources. As with printed information, not all sources on the Internet provide accurate, complete, or current information. Users must bring the same critical thinking to Internet resources as with printed resources.
- ii. The Library does not control the information accessed through the Internet and assumes responsibility only for the information provided on its own home pages. The Library is not responsible for the site content of links or secondary links from its home pages.
- iii. The Internet and its resources may contain material of a controversial or mature nature. The Library neither censors access to materials nor protects users from information they find offensive.
- iv. The Library is a public place used by people of diverse background and ages. There are sites on the Internet inappropriate for viewing in a public setting. Library staff reserves the right to end Internet sessions when such material is displayed.
- v. As with other library materials and services, children's access to the Internet is the responsibility of parents or guardians. The Library reserves the right to review patterns of use of the library's public computers in order to ensure Library policies and procedures are being adhered to. If misuse of the computer or Internet service is evident, library privileges can be suspended.
- vi. The Library, in providing access to the Internet, is providing a privilege, not a right. Users must respect the purpose for which the service is provided. The Internet user is responsible for their actions and activity. Unacceptable conduct on the Internet may result in suspension of this privilege.
- vii. Examples of unacceptable use on the Internet:  
Engaging in any illegal activity or unauthorized acts, including:
  - violating copyright or contractual obligations;
  - degrading or disrupting equipment or system performance;
  - vandalizing the data of another user;
  - gaining unauthorized access to resources or entities;
  - invading the privacy of individuals;
  - posting personal communications without the author's consent;
  - posting anonymous messages or engaging in harassment on the Internet.

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## Section 10: C

## Purchasing and Maintenance of Equipment

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- i. All purchases of computers and other devices to be maintained by Marigold IT staff must be purchased through Marigold Library System.
- ii. This equipment must be installed and maintained by the Marigold IT staff only.
- iii. Replacement of computer technology will be done according to the Technology Plan designed and monitored by Marigold IT. (Appendix C)

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- i. All library staff is to be fully cognizant of the e-resources available through the Marigold Library System. Training in the use of these e-resources will be made available on a regular basis from Marigold staff either in person or via video-conference.
- ii. Patrons are to be made aware of e-resources when they become card holders and at any other appropriate time.

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**a) Computer, e-mail and Internet usage**

- i Employees are expected to use the Internet responsibly and productively.
- ii Job-related activities include research and educational tasks that may be found via the internet that would help in the employee's role.
- iii All data is composed, transmitted and/or received by the Marigold Library System. It is therefore, subject to disclosure for legal reasons.
- iv E-mails sent via the library e-mail system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images.
- v Unacceptable use of the Internet by employees includes, but is not limited to:
  - Sending or posting discriminatory, harassing, or threatening messages or images on the Internet via the library's email service.
  - Using computers to perpetrate or perpetuate any form of fraud, and/or software, film or music piracy.
  - Stealing, using, or disclosing someone else's password without authorization.
  - Downloading, copying or pirating software, electronic files that are copyrighted without authorization.
  - Sharing confidential material, trade secrets, or proprietary information outside of the library.
  - Hacking into unauthorized websites.
  - Sending or posting information that is defamatory to the library, its services, employees and/or patrons.
  - Introducing malicious software onto the library's network and/or jeopardizing the security of the library's electronic communication system.
  - Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
  - Passing off personal views as representing those of the library.
  - Engaging in private or personal business activities, including excessive use of instant messaging, social media sites and chat rooms.
  - Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization from someone with the right to grant such a request.
  - Making unauthorized copies of library files or other library data.
  - Destroying, deleting, erasing or concealing library files, or other library data, or otherwise making such files or data unavailable or inaccessible to the Library Manager or Board of Trustees.

**b) Social Media Use by Employees**

- i Sheep River Library will use Social Media platforms to promote library programs and activities and for advocacy.
- ii Postings must be consistent with the library's staff computer use policy.
- iii Information of a negative nature about the library, staff, Board or volunteers will not be posted regardless of its veracity. Inappropriate postings which may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject staff to disciplinary action.
- iv All information or news posted must be honest and accurate. Mistakes must be corrected immediately.
- v Only appropriate and respectful content will be posted. Private or confidential information will not be divulged on any social media site by library staff.

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