

**POLICY: ACCEPTABLE USE OF INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**POLICY #: B-OP-12**

COMMITTEE: Library Board	PASSED: 26 November 2015
TOPIC: Operating Policies	AMENDED:
	REVIEW PERIOD: As required.

**PURPOSE**

To set out terms of acceptable use of technologies at the Library for Library employees

**SCOPE**

This policy applies to all staff.

**POLICY**

The Library provides Library employees with access to a wide range of information and communication tools and helpdesk services for their use in the execution of the Library's day-to-day business. These tools and services, referred to as Information and Communication Technology (ICT), include but are not limited to:

- (a) technologies supplied by the District of North Vancouver: for example, servers, local and wide-area voice and data communications network and services including telephones, electronic mail (Email), Internet and wireless access applications, office automation, and
- (b) other technologies supplied by the Library: for example, desktops, access to the Integrated Library System and its related systems, photocopiers, faxing and scanners, RFID technologies, laptops and projectors, Library-supplied cell phones and tablets, publishing and design software, Library-branded social media accounts and the website content management system.

**Ownership**

The Information and Communications Technology infrastructure of the Library identified above in category (a) is the property of the District: as such, all data, including documents, databases, communications and correspondence created and stored on it, including email and voicemail are considered records and are the property of the District of North Vancouver.

Concerning items in (b) above: being the property of the Library, these are under the management and security of the Library. The Library is responsible to set the terms of use including authorized users, accounts and other mechanisms to manage them.

**Acceptable Use**

This policy covers use of the Information and Communications Technology supplied for Library employees' use to conduct Library business. Employees must conduct themselves in a responsible, decent, ethical and polite manner while using these tools. Furthermore, employees must always use these technologies in such a manner as to avoid reflecting negatively on either the Library or the District of North Vancouver.

While the ICT is provided as a business tool, its reasonable, incidental use by employees for non-work purposes is acceptable as long as it does not interfere with job performance, does not constitute unacceptable conduct, and does not incur costs to either the Library or the District.

Unacceptable use by Library employees includes but is not limited to:

- Using the technology to acquire, view, disseminate or promote material considered to be illegal, obscene, defamatory, harassing, intimidating, sexually explicit, pornographic, racist, abusive, vulgar, discriminatory, or profane;
- Downloading or otherwise acquiring and installing any software without authorization;
- Propagating malicious communication or replicating software such as viruses;
- Distributing unsolicited advertising;
- Circumventing any security measure or authentication method;
- Attempting to access unauthorized data or resources;
- Allowing anyone not an authorized library employee to access restricted Library systems;
- Reading or using Library data that is not directly related to the employee's work responsibilities even if the data is accessible to them;
- Disclosing the employee's password and username;
- Attempting to acquire the password of another user;
- Transmitting material in contravention of copyright law or material legally judged to be threatening or obscene;
- Sending or forwarding chain letters, junk or Spam email;
- Charging personal long distance phone calls on work devices.

### **Monitoring**

Employees are advised that their use of the Information and Communication Technology infrastructure, including Internet access and email, is neither private nor confidential and may be monitored or recorded by the Library and/or District without notice to ensure technology performance and adherence to Acceptable Use Policy.

### **Privacy**

The purpose of these ICT resources is the conduct of official Library business. However, employers commonly allow employees to use workplace ICT systems for some personal use.

Employees cannot reasonably expect to use their employer's information and communication technologies in a completely unfettered manner, and managers and supervisors have a right to ensure employees are not using excessive amounts of work time for personal reasons, like checking personal social media accounts, or accessing prohibited sites.

The Library and the District will ensure that a Library employee's reasonable expectation of privacy is respected in accordance with B.C. laws.

When the District is considering a new security protocol for systems affecting the Library, DNV IT and procurement staff should receive approval from the Library Director as the Library's privacy officer before decisions are made

about implementation for the Library, and should be in close communication with the Library Director throughout the implementation process.

Employees are informed that all data such as documents, databases, communications and correspondence including email and voicemail that are created or stored using the District's or the Library's resources are considered records and are subject to management inspection and may be subject to other investigations such as might be initiated by a Freedom of Information (FOI) request.

### **Disciplinary Measures**

Access to the Library's Information and Communication Technology is not a right but a revocable privilege. Access is provided so long as the employee complies with these Acceptable Use Guidelines. Any breach of the Acceptable Use Policy may result in disciplinary action including suspension of the employee's privileges to access and to use the Information Technology and may include further discipline up to and including dismissal.

### **RESPONSIBILITIES**

The Library Board is responsible for this policy

The Director of Library Services is responsible for implementing this policy and for collaborating with the District IT Manager to ensure standards are met.

### **RELATED POLICIES:**

- MG-HR-01.8 Social Media
- MG-HR-01.0 Employee Code of Conduct