

FORT SASKATCHEWAN PUBLIC LIBRARY

POLICY

REFERENCE #: 99/09

DATE APPROVED: December 8, 1999

Internet Policy

OBJECTIVE

The Public Library connection to the global Internet exists to facilitate the work and services of the Public Library. The Internet connection is provided for employees for the efficient exchange of information and the completion of assigned responsibilities consistent with the Public Library's mission. It is also provided for patrons as a library service.

SCOPE

The Internet is a worldwide telecommunications "network of networks" that can allow individuals and business to access information, and receive goods and services in ways that are better, cheaper and faster. It provides for resources such as electronic mail, file transfer, remote login, gophers, and web sites. One of the fastest growing technologies in the World is the World Wide Web which has the capability for text, graphical, and audio presentation of information.

The policy addresses the overall co-ordination of the Public Library's Internet activities; and user responsibilities.

POLICY STATEMENTS

The use of the Internet facilities by any employee or other person authorized by the Library must be consistent with this acceptable use policy statement and security policy statement.

The Internet should be seen as a tool, a catalyst for streamlining the Library's business practices, completing transactions without paper, reducing the number of forms and incoming calls, answering commonly asked questions, etc.

The Library should seek to link with other Internet sites such as provincial agencies and local governments to best serve their patrons. The Library should not provide links to private businesses, unless all such businesses are provided equal access; unless a formal business partnership has been approved; and/or unless the reason for the link is primarily educational in nature.

Internet/Network Administration - Staff & Patrons

The Library will not be responsible for any damages. This includes the loss of data resulting from delays, non-deliveries, or service interruptions caused by negligence, errors or omissions.

Use of any information obtained is at the user's risk.

The Library makes no warranties (expressed or implied) with respect to Internet service (These are provided on an as is, as available basis), and it specifically assumes no responsibilities for:

- Any costs, liabilities or damages caused by the way the user chooses to use his/her Library Internet access;
- Any consequences of service interruptions or changes, even if these disruptions arise from circumstances under the control of the Public Library.

Internet/Network Administration - Staff

The Library reserves the right to log network use and monitor file server space utilization. The Library assumes no responsibility or liability for files deleted due to violation of file server space allotments. The Library reserves the right to remove a user account from the network. All computers connected to a network should have anti-virus software installed.

Archiving/Record Keeping

Registration systems of Internet use (Internet Service Provider or Browser resident) must include procedures to capture and maintain secure, reliable records as evidence of transactions, such as may be needed to meet administrative, fiscal, legal, and other management accountability needs.

Records must remain continuously accessible until disposal is authorized pursuant to the records disposal schedule of the Public Library. (Bylaw 4).

Security

Since the Internet and its tools adhere to open and documented standards and specifications, it is inherently an unsecured network that has no built-in security controls. Confidential and sensitive information must not reside on Internet servers or systems, or be included in electronic communication available for public access unless proper, formalized security precautions have been established to protect privacy. It is the responsibility of the Library to protect confidential and sensitive information where intentional, inappropriate or accidental disclosure of the information might expose the Public Library or an individual to loss or harm.

The Library must guard against even the perception that information given willingly by an individual to a local public body is in any way used inappropriately or without respect for the individual's privacy. The Library must take all appropriate measures to secure information systems and comply with Public Library security standards.

ROLES & RESPONSIBILITIES

Supervisory Staff will develop and/or publicize internet use practices in their area of responsibility including downloading limitations and acceptable research. They will train staff in appropriate use and be responsible for ensuring the security of physical devices, passwords, and proper use.

Computer staff are responsible for ensuring that:

- All Internet options, page links, graphic links, and URL links are verified regularly;
- logging and regularly analyze Web page access statistics to evaluate server use, customer sources and access frequencies for various files;

The Internet users (employees or patrons) are required to follow "acceptable use standards" i.e.:

Patrons & Employees

- To respect the legal protection provided to programs and data by copyright and license.
- To protect data from unauthorized use or disclosure as required by provincial and federal laws and Public Library regulations.
- To respect the integrity of computing systems: for example, users shall not use or develop programs that harass other users or infiltrate a computer or computing system and/or damage or alter the software components of a computer or computing system.

Employees

- To respect the privacy of other users; for example, users shall not intentionally seek information on, obtain copies of, or modify files or data, unless explicit permission to do so has been obtained.
- To safeguard any accounts and passwords. Accounts and passwords are normally assigned to single users and are not to be shared with any other person without authorization. Users are expected to report any observations of attempted security violations.

It is not acceptable to use the Public Library's Internet facilities:

Patrons & Employees

- For any illegal purpose;

- To transmit threatening, obscene or harassing materials or correspondence;
- To interfere with or disrupt network users, services or equipment;
- For private purposes such as marketing or business transactions;
- For solicitation for religious and political causes;
- For unauthorized not-for-profit business activities;
- For private advertising of products or services; and
- For any activity meant to foster personal gain.

Employees

- For activities unrelated to the Public Library's mission;
- For activities unrelated to official assignments and/or job responsibilities;
- For unauthorized distribution of Public Library data and information;

Internet Users - Enforcement and Violation of Acceptable Use Standards

The Library will review alleged violations of the Internet Acceptable Use Standards on a case-by-case basis. Clear violations of the policy which are not promptly remedied will result in termination of Internet services for the person(s) at fault, and referral for disciplinary action as appropriate.

Ed Wolak
Board Chair

Appendix to Internet Policy 99/09

Dated February, 2000

Using the Internet

The Fort Saskatchewan Public Library provides Internet access to all its patrons. We support The Canadian Library Association Declaration on Intellectual Freedom.

- All users should be aware that the Internet can be an excellent source of information, exchange of ideas and opinions. The Fort Saskatchewan Public Library does not monitor, and has no control over the information accessed through the Internet and cannot be held responsible for any aspect, including the accuracy, of the Internet content.
- The Internet is an unregulated medium, and a small percentage of the material can be offensive, disturbing and/or illegal or dated. The Library does not guarantee that the mechanical functions of this service will be uninterrupted, or that the service will meet any specific requirements of users; the Library will not be liable for any direct, indirect, incidental or consequential damages sustained or incurred in connection with the use or inability to use this service.
- It is prohibited to use the Public Internet workstation for illegal, actionable or criminal purposes. Criminal law forbids the display of hate literature, child pornography, illicit drug literature or dissemination of such material.
- Users are responsible for any damages they cause to the Library's computer equipment.
- For statistical purposes, the library needs to track general use of the Internet, so we ask all users to SIGN ON and OFF each time they access the computers. The SIGN ON book is at the circulation desk.
- Please do not have more than two users at each computer during a session.
- Library staff reserves the right to ask anyone to sign off if another patron is waiting to access the Internet.
- There is a charge for printing and current rates are posted on the printer.

I agree

E-MAIL PROCEDURES

Policy

The purpose of the E-Mail policy is to ensure that e-mail systems used by Public Library staff support Public Library business functions of the Public Library. The policy defines appropriate use, security, privacy, access and ultimate retention concerns.

E-mail in the Public Library is neither personal nor private. Although not regularly monitored, E-Mail may be accessed by technicians or management in the course of their duties.

Until technological solutions are found to simplify the administration of e-mail, the following procedures should be used.

Procedures

All E-mail that documents a business activity, transaction or activity must be printed and filed in a hard copy system to protect the rights and responsibilities of the Public Library.

All originators of internal e-mail bear the responsibility of such printing as well as the selection of appropriate classification and storage.

All original recipients of e-mail from outside the organization bear the responsibility of such printing as well as the selection of appropriate classification and storage. Users should review whether or not it is a records series for which they are accountable.

Recipients of copies of e-mail or distribution list e-mail whether from inside or outside the organization may choose to retain hard copy prints for short-term reference or to store copies electronically for reference. (Note that e-mail older than 180 days will be purged from the system).

E-mail filing systems (folder names) should follow the corporate retention schedule to facilitate access and retrieval.



ELECTRONIC RECORDS PROCEDURES

Policy

The purpose of the Electronic Records Management Policy is to ensure that electronic document (file) storage systems used by Public Library staff support Public Library business functions and maintain legal admissibility of such electronic documents.

Until technological solutions (such as an appropriate corporate wide EDMS platform or standard repository) are found to simplify the administration of electronic documents, the following procedures should be used.

Procedure

All electronic documents generated by the Public Library that establish or substantiate a transaction, activity or business decision must be electronically stored in a fashion that facilitates retrieval and disposition.

Where possible drives should mirror the corporate records classification and retention schedule structure to facilitate retrieval and disposal.

Where version changes must be documented a naming convention should be adopted that simplifies the storage of versions ... number or date within the title.

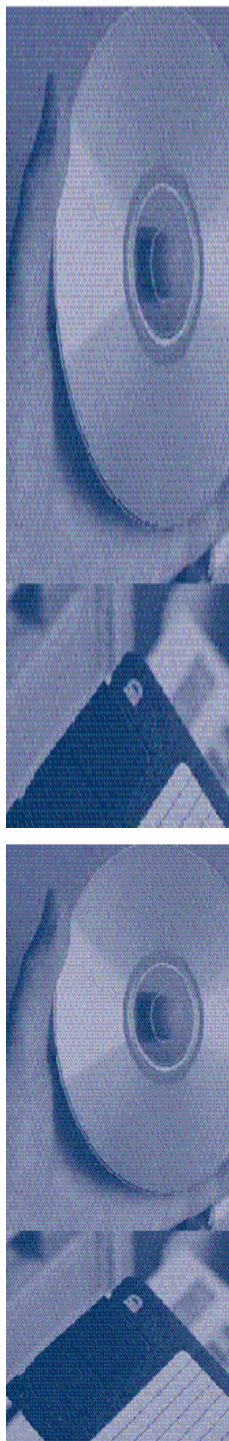
File servers and hard drives must be structured to allow for separate storage and security backup of data. Data and applications must reside in separate drives.

All off-site stored tapes or diskettes must be labelled to identify the creating program unit, date, purpose, records series identifiers, and destruction date if verifiable from the approved records retention schedule.

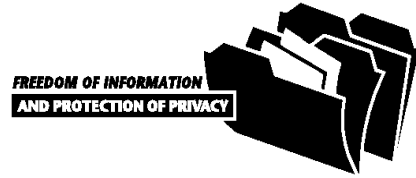
All tapes requiring storage greater than 3 years must be recalled annually and rewound.

All tapes or cartridges in storage must be turned quarterly to avoid damage to data.

Employees should conduct annual reviews of the file servers to list and subsequently remove electronic documents that have met their retention requirements.



**Law Enforcement Disclosure
Request for Disclosure Under Section 38(1)(o)
of the Freedom of Information and Protection of
Privacy Act**



Date: _____

In accordance with section 38(1)(o) of the Freedom of Information and Protection of Privacy Act, the

(name of public body), hereby requests disclosure of personal
information pertaining to _____, which may be
(name of individual or other identifier)
generally described as:

(general description of information requested)

This information is required by this public body as part of

(description of particular investigative or enforcement activity)

pursuant to:

(reference to a federal or provincial statute by section or description of purpose)

_____ Signature of Requesting Officer	_____ Name of Requesting Officer	_____ Title of Requesting Officer
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I, hereby, consent or refuse this disclosure of personal information to

(name of public body)
Any personal information disclosed forms part of personal information bank(s)

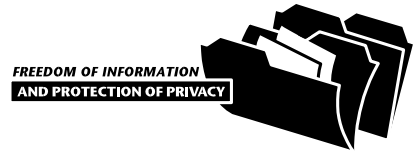
(state number of banks and fill in when disclosure authorized)

_____ Signature of Authorized Official	_____ Name of Authorized Official
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_____ Title	_____ Regional Municipality of Wood Buffalo
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NOTE: THIS COMPLETED DOCUMENT MAY QUALIFY FOR EXEMPTION UNDER SECTION 19 OF THE FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

Request to Access Information



Personal information on this form is collected under Alberta's *Freedom of Information and Protection of Privacy Act* and will be used to respond to your request. Instructions for completing this form are on the back.

ABOUT YOU

<input type="checkbox"/> Mr. <input type="checkbox"/> Ms <input type="checkbox"/> Dr. Last name		First name	
<input type="checkbox"/> Mrs. <input type="checkbox"/> Miss			
Name of company or organization <i>(if applicable)</i>			
Mailing address			
City or town		Province	Postal code
Telephone (daytime) ()	Telephone (evening) ()	Fax number ()	E-mail address

1. What kind of information are you requesting access to?

- General information** *(Please attach the initial fee of \$25.)*
 Personal information *(No initial fee is required for personal information.)*

2. To which public body are you making your request? *(Please fill in the name of the organization.)*

3. Do you want to: (a) receive a copy of the record? **OR** (b) examine the record?

1. What records do you want to access? Please give as much detail as possible. *(If you want access to your personal information, be sure to give all your previous names. For another person's information, you must attach proof that you can legally act for that person. If you need more space, please attach a separate sheet of paper.)*

2. What is the time period of the records? Please give specific dates. *(See reverse for details.)*

Signature	Date
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For FOIP office use only:

Date received	Request number

How to complete the form

You can access many public body records without making a request under the *FOIP Act*. To determine whether you need to make a request under the *Act* or if you need help completing the form, contact the FOIP Coordinator of the organization to whom you are making the request.

About you

Check the title by which you prefer to be addressed and enter your last name and first name. Then enter the name of the company or organization that you are representing, if applicable. Enter your complete mailing address and your daytime and evening telephone numbers. The public body may need to contact you if they have any questions about your request. If you have a fax number or E-mail address where correspondence can be sent, enter them in the spaces provided.

About your request

If you need help to find out what records an organization has, please consult the *Alberta Directory of Records*.

1. What kind of information are you requesting? Indicate whether you are requesting general or personal information.

General information: If you are making a request for general information, there will be an initial fee of \$25. You will be provided with an estimate of how much your request will cost before processing begins. If the total cost of processing your request is more than \$150, you are asked to pay a 50% deposit. The records are provided when the fee is paid in full.

Personal information: If you are requesting records containing your personal information, you will have to provide proof of your identity before the records are released to you. If you are requesting records for another person, you will have to provide proof that you have the authority to act for that person. For example, you might provide proof that you are the person's guardian or trustee or that you have power of attorney for the person. There is no fee for accessing personal information unless the cost of producing copies is more than \$10. In these cases, you will be notified of the fee.

If you are making a continuing request (the same request processed repeatedly at pre-determined time intervals over a period of up to 2 years), you should contact the FOIP Coordinator of the appropriate public body. The initial fee is \$50 and you must pay any additional costs as the information becomes available.

2. Enter the name of the public body that you believe has the records that you want to access.
3. Do you want to receive a copy of the record or examine the record? Check the appropriate box.

About the information you want to access

1. What information are you requesting? Please be as specific as possible in describing the records. The more specific your request, the quicker and more accurately it can be answered. If you need more space, please continue your description on a separate sheet of paper and attach it to this request form.

If you are requesting your own personal information, please be sure that you give:

- your full name;
- any other names that you have previously used; and
- any identifying number that relates to the records, such as your employee number, case number or other identification number.

If you are requesting another person's information, please give:

- the person's full name;
- any other name that person may have used on the records; and
- any identifying numbers for the person if you know them.

If you are requesting records for another person, you will have to provide proof that you have the authority to act for that person.

2. Enter the time period of the requested records. For example, if you are requesting records for the period January 1, 1993 to August 31, 1994, enter those dates in the space provided. If you want records from August, 1996 to present, enter "August, 1996 to present."

Your signature Sign and date the form and send it to the FOIP Coordinator of the appropriate organization. If you are not sure of where to send the form, please consult the *Alberta Directory of Records*.