

# The University of North Carolina at Asheville

## *Ramsey Library*

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### Acceptable Use Policy for Information Technology Resources – Library Staff & Faculty

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#### I. INTRODUCTION

##### A. *General*

Information technology is an integral component of the operation of Ramsey Library. Library staff have access to a variety of technology, including hardware, software, and telecommunication resources. This document provides guidelines for the efficient and responsible use of these resources by Ramsey Library faculty and staff.

Computing technology is used mainly to streamline workflow and foster communication and the exchange of information among library **employees**. For this to work efficiently, certain guidelines and procedures are necessary to assure compatibility across departments and to permit Systems staff to maintain equipment and software in a manageable fashion. Mismatched software and lack of a baseline computing configuration greatly **hamper** efficient management of the network and in some cases can cause severe if unintentional problems. The result can hamper rather than enhance workflow and place great demands on the Systems staff.

In the spirit of cooperation toward the overall benefit of our patrons and staff, it is expected that library personnel will follow these guidelines.

##### B. *Staff Responsibilities*

Ramsey Library's information technology resources are coordinated by Systems personnel of the Technical Services division. This department has the responsibility for overseeing the technical aspects of all automated library operations.

Staff training in the use of information technology resources is the shared responsibility of the Systems staff and other departments.

Proper use of information technology is the responsibility of each staff member. Supervisors have the responsibility to monitor staff activities to assure proper use. Systems personnel have the responsibility of monitoring staff use at the system level and reporting abuse to the proper supervisor and the administration.

Per the *UNCA Policies and Procedures Manual*, 3 December 1999, "In cases of computer misuse, the University may take appropriate disciplinary action against the user. All disciplinary actions instituted for computer misuse shall be consistent with current personnel policies for the

state employees and student judicial codes for students. Irrespective of internal disciplinary proceedings the University reserves the right to proceed criminally or civilly against the accused misuser for alleged violations of current applicable state, federal or local laws."

All users are **expected** to adhere to directives from Systems personnel regarding use of Ramsey Library computing resources. Cases where there is disagreement between Systems personnel and library staff regarding what is acceptable policy will be referred to the staff member's supervisor and the University Librarian, if necessary.

## II. INDIVIDUAL USER ACCOUNTS

Each faculty and staff member is issued an individual user account **on the library Intranet**. This account provides access to Ramsey Library's Windows NT network and offers access to the global environment via the Internet. **Staff members will also have an account on the Innopac system and an account on one the University's mail servers**. Ramsey Library, through its Systems personnel, manages user accounts on the library Intranet and on the Innopac system to ensure the security of these systems. **Accounts on the University mail servers are the responsibility of the Computer Center**. Ramsey Library reserves the right to limit certain types of access **to the library Intranet and to the Innopac system**. Following are acceptable use policies concerning individual accounts:

- The employee is responsible for any and all use of the account.
- Employees must safeguard individual passwords and change them frequently.
- Employees must not share their accounts or passwords with anyone, including family members, supervisors, and anyone else who may want to access a users' account.
- Employees are not to install software to allow automatic logons to network services or otherwise bypass password logon procedures.
- Employees must not use another individual's account.
- Employees must perform routine maintenance on their accounts and electronic mail messages. Employees should routinely delete unwanted files. All important data must be routinely backed up following accepted backup procedures.

## III. HARDWARE

All information technology at Ramsey Library is provided by the University of North Carolina at Asheville with the intent of assisting the library in accomplishing its mission. Following are acceptable use policies concerning the use of information technology equipment:

- Where applicable, employees will be given an introduction to the features of their primary piece of information technology equipment and peripherals by a member of the Systems department.
- Employees are responsible for replenishing supplies (diskettes, toner cartridges, etc.) in their individual work areas and should request needed supplies through their departmental representative. Systems staff will provide advice and assistance where appropriate.
- In the event of hardware malfunction, employees should work through the "Troubleshooting Guidelines" for their equipment before reporting the problem to the Systems department.

- Employees need to be aware of computer viruses and other destructive computer programs, and take appropriate steps to avoid being a victim or unwitting distributor of these processes.
- Employees are not to apply passwords to computer BIOS settings.
- Employees are not to add hardware (peripherals, memory, disk drives, ZIP drives, etc.) or change hardware without permission of Systems personnel.
- Employees are not to move computers from one location to another or plug communications cables into other ports without the approval of Systems personnel.

#### IV. SOFTWARE

Ramsey Library and the University of North Carolina at Asheville observe all copyright laws. Federal copyright laws protect most software owned by the University of North Carolina at Asheville. The license agreement between supplier and purchaser also protects software. Ramsey Library does not condone copying in lieu of purchasing copyrighted works where such copying would be an infringement under copyright law. The following policies apply to computer software use. **The term "software" as used here is to be understood as "executable programs". It does not include data files, web pages, e-mail messages, and so on. However, some of these materials, too, may be copyrighted, and it is the responsibility of the individual user to determine copyright requirements before copying this information to his/her computer.**

- Employees must not make any copies of library-owned software without the permission of Systems personnel.
- Software provided by the library can be installed and used only on the computer equipment specified in the software license.
- Operating systems are not to be upgraded or installed except by Systems personnel.
- Employees are not to install any software not owned by the library on any library-owned equipment without permission of Systems personnel.
- Employees are not to load "freeware" or "shareware" software on any equipment owned by the Library without permission of Systems personnel.
- Employees using diskettes to transfer work-related data between home and University-owned equipment must take proper steps to prevent transfer of viruses and other destructive programs to University equipment.
- Employees needing particular software for work-related activity are to make their request through Systems personnel.
- System settings such as Networking may be changed only by Systems personnel. Computers are not to be renamed except by Systems personnel.
- Software upgrade decisions are made by the Systems department with input from other Library and University departments. These decisions will be made in consideration of their overall impact on the Library's information technology components. Whenever possible, decisions to upgrade software will apply across all library departments. Individual upgrades will be avoided as much as possible.

## **V. INTERNET**

The Internet is an information resource provided to employees of Ramsey Library. The Internet provides access to a global electronic network. Library personnel should use the Internet as appropriate to accomplish job responsibilities. Use of the Internet should be consistent with the mission, goals, and objectives of Ramsey Library and the University of North Carolina at Asheville. Employees may use the Internet during personal time at work (breaks, lunch) and after hours in accordance with the conditions governing acceptable use.

The following policies apply to overall Internet use:

- Ramsey Library recognizes intellectual freedom and will not censor information available on the Internet. Employees using the Internet have the responsibility to be aware of materials that may be objectionable to others.
- Do not use the Internet for unlawful activities.
- Do not use the Internet for commercial venture or personal profit.
- Do not use abusive or objectionable language in either public or private messages.
- Do not engage in any activities that could cause network congestion and disruption of networks and systems.
- Do not misrepresent oneself, Ramsey Library, or the University of North Carolina at Asheville.
- A University of North Carolina account always identifies all electronic transmissions. Users directly and indirectly represent Ramsey Library and the University and should conduct all electronic transmissions accordingly.
- If a message could be perceived as Ramsey Library business or opinion, add a disclaimer to the signature when not officially representing Ramsey Library. Example: "The opinions expressed here are my own and do not necessarily represent those of Ramsey Library or the University of North Carolina at Asheville."

### **Electronic mail**

- Check incoming e-mail daily.
- Employees should become familiar with basic e-mail etiquette.
- Employees may send and receive personal e-mail messages during work time; however, such activity should be kept to a minimum and the employee should use the same discretion, which is used with personal phone calls.

### **Electronic Discussion Groups**

Valuable information is available through electronic discussion groups (mailing lists, Usenet newsgroups, etc.), and employees are encouraged to participate in electronic discussion groups applicable to their work responsibilities. The following guidelines constitute acceptable use:

- Employees may participate in work-related discussion groups.

- Employees may participate in non-work-related discussion groups as long as their participation is done on personal time.
- Subscribe to electronic discussion groups in digest form whenever possible.
- Take appropriate steps to handle high volumes of electronic discussion group mail during prolonged absences.
- Retain initial welcome messages/information files received when first subscribing to a discussion group.
- Do not forward personal e-mail messages to electronic discussion groups without the original author's permission.

## **VI. BASIC COMPUTING SKILLS FOR LIBRARY STAFF**

Personal computers, networks, and the World Wide Web have become ubiquitous and essential tools for the information professional. Each of us has been provided with a networked computer station, an account on the library system (Innopac), a campus e-mail account (either UNCAVX or BULLDOG), and an account on the library server BULLPUP, which permits access to the library's internal network, or Intranet. The University has and will continue to invest heavily to provide the best feasible hardware, systems, and software to facilitate our work

To be successful in this ever changing and exciting environment, we need more than just hardware, software, and systems. We need the knowledge and skills to make them work. Ramsey Library is committed to ensuring that each member of our staff has at her or his command the basic knowledge of personal computers and the networks that connect them as a base upon which to build the many specialized skills associated with each position. To that end, the following list of basic computer skills is intended to assist supervisors in working with each staff member to assess basic computer skill levels and to determine areas needing attention. It should be included in the orientation process for all new staff and reviewed annually by each staff member as part of his or her annual review and goal-setting process.

**All staff should be able to:**

### **I. Innopac.**

1. Log on to Innopac with their personal password.
2. Select and use functions for which they are authorized with their "second level" authorization.
3. Change their "second level" password on Innopac.

### **II. UNCAVX or BULLDOG.**

1. Log on to their mail server with their personal password.
2. Read, send, reply, and delete e-mail using either the mail program on the server or a PC-based client mail program (Outlook, Netscape, Pegasus, etc.).
3. Subscribe to and unsubscribe to Listservs. All library staff should be subscribed to the WNCLN listserv: III@WCU.EDU, for example.
4. Change their personal password on the mail server.

### **III. PC and Intranet Computing.**

1. Boot up the PC into Windows 95/98 or Windows NT Workstation.
1. Log onto the Bullpup server and the library local area network.
2. Change personal passwords on the Bullpup server.
3. Run programs from the Windows desktop by clicking on the appropriate icons.
4. Run programs from the Start Menu.
5. Browse the Network Neighborhood and connect to shared files and folders on library servers.
6. Copy files from their PC to other computers on the network and *vice versa*.
7. Backup their critical files by copying them to designated folders on the Bullpup server.
8. Create, delete, and rename folders and files on the PC.
9. Use a basic word processor (Microsoft Word or WordPerfect).
10. Print documents using a word processor or NotePad.
11. Copy files to a floppy disk for backup or distribution
12. Format a floppy disk.
13. Use the My Computer icon to gather basic information about their computer.
14. Set the Date and Time on their computer.
15. Understand basic Windows navigation—opening, closing, maximizing, minimizing windows and switching between windows.
16. Use Command Anti-virus software to check for viruses.
17. Shut down the computer properly.

#### **IV. Internet.**

1. Run an Internet browser (Netscape or Internet Explorer) and connect to the Internet.
2. Configure the browser home page and be able to use bookmarks.
3. Connect to web sites by using links on the Ramsey Library home page or on other displayed pages, and manage basic navigation through pages with a browser.
4. Connect to a specific web site by entering the specific URL.
5. Print web pages.
6. Save web pages to disk.
7. Search the web using a standard Internet search engine.

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