Falmouth Memorial Library

Technology

Assessment & Plan

2015—

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Mission Statement:

The Mission of Falmouth Memorial Library is to enrich the community by providing resources and services that foster a love of reading and inspire imagination, learning, curiosity, and an open exchange of ideas and information. (Adopted: 12/2/2013)

Vision Statement:

The Falmouth Memorial Library will continue to be the heart of the community—a source of positive energy—by providing access to an enhanced collection, current technology, and a broad range of programs for all ages. The Library will be creative and vibrant place that is welcoming and accessible physically, socially and virtually. Falmouth residents will be drawn to the library's comfortable, stimulating space and continuously updated offerings.

The Trustees and professional leadership will evaluate and adapt to evolving community needs, balancing the traditional values of a small town with the latest advances available through 21st century libraries. The public will have various opportunities to understand and participate in the Library's resources and services through a vigorous communications program, strong outreach and use of contemporary media.

The Falmouth Memorial Library will be good stewards of the financial, human and physical resources in its trust in order to continue enriching the community well into the future. (Adopted: February 2012)

State Library Related Statutes & Information:

Table of Contents for Chapter 163: OFFICE OF INFORMATION TECHNOLOGY

Title 27, §39: Statewide Library Information System

Title 27, §40: Accessible electronic information services

Title 35-A, §7104-B: Access to information services

Library Services & Technology Act

Background:

The Falmouth Memorial Library was established in 1944 and opened May 1st 1952 in the Iverson House with a starting collection of 475 items which grew to 2100 by the end of their first year. Their second year saw the collection grow to 3522 items and they circulated 8016 items. The library underwent an expansion in 1995, and is due to be expanded again in 2017.

The Falmouth Memorial Library serves the community of Falmouth Maine which has a population of 11,505. The library is open 2,808 hours per year, has an existing square footage of 10,700, and 15 employees.

In 2014 the library had: 106,018 visitors, 8,202 reference transactions, circulated 166,251 items, had a total 26,308 interlibrary loan transactions, and ran 678 programs with a combined attendance of 9,156.

The library houses a collection of: 41,210 print items, 3,548 audio items, 2,447 video items, and 95 print serials all of which are available to the 7,285 registered library card holders.

Falmouth Memorial Library Technological History

The library received its first computer in 1995 which was a donated IBM.

The library started providing public internet access, and launched its website, in March of 1997.

FML joined the Maine state library automation consortium (MINERVA) in March 2002.

To learn more about MINERVA you can go to: http://www.maineinfonet.org/minerva/about/

Integrated Library System—Sierra—

Falmouth Memorial Library, as part of the Maine Library Consortium (MINERVA), uses the integrated library system of Sierra to manage: library patron transactions, cataloging, interlibrary loan, and most other standard library functions.

To learn more about Sierra you can go to: http://www.iii.com/products/sierra

MSLN—Maine School & Library Network

The Falmouth Memorial Library is also a member of the Maine school and library network.

"The Maine School and Library Network is a consortium consisting of almost 1000 schools and libraries across the state of Maine through which participants acquire Internet access, local loop circuits and other related services. The consortium was unofficially formed in 1996 when a rate case against NYNEX funded Internet access to all schools and libraries in Maine. Today MSLN is a service of Networkmaine (a unit of the University of Maine System). Services provided by MSLN are paid for using a combination of funding from the Federal E-Rate program and the Maine Telecommunications Education Access Fund (MTEAF)."

For more information about MSLN you can go to: http://www.msln.net/index.php

Provided connection:

Current Speed: Approx. 35mbps (in process of being upgraded to 100 mbps)

Note: mbps = megabits per second.

Computers & Internet

The library has:

- 25 computers
- 6 public access computers
- 1 Website consisting of 116 pages / documents

Needs Assessment (Tech Survey Results):

General Survey Information:

The technology survey had 109 responders over its one month duration.

Survey Findings:

97% of respondents agreed that the library should provide technology related services.

88% of survey respondents would consider asking a librarian for technology help, but only two respondents said the library was their first stop for tech help. By comparison the internet had 51 participants chose it as a first stop for technology help.

89% of participants have never attended a technology related program at the library, and 45% have never used technology at the library.

Of the technology services offered by the library only three services were known by over half the participants. Public computer access, internet access (wired / wireless), and Printing / photocopying / scanning.

Of the 61 respondents who commented if they were satisfied with the libraries technology related services 69% said yes.

74% of respondents do not come to the library for a quiet place to work.

Tech. Assessment (Current):

Technology Services & Programs Provided:

Falmouth Memorial Library (FML) offers public access to computers. These computers allow access to the internet, Microsoft Office software, and printing capabilities. The library also has building wide wireless access which anyone can use via their own Wi-Fi capable devices.

Patrons can also access photocopying and scanning services via the libraries Kyocera Task Alfa 3051ci color printer, copier, scanner as well as document magnification via various assistive devices.

Beyond standard library fare for checkout FML also offers: Flip video cameras, Kill-O-Watt electricity meters, and a Telescope.

The FML website is a wealth of technology related patron services some examples are: Online viewing & registration for library events, online access to patron library account, and a technology training page.

FML also offers a variety of in house programs and services related to technology that are available to all patrons.

Some of the more recent examples include: Drop-in Tech Help (High school Technology Team), Falmouth Library iPad Group (FliPads), Reference & technology assistance from Laura, Children's and Apple help from Will, and Book A Librarian—for technology help.

FML is currently in the process of making 3D printing available to their patrons via three new 3DS Cube 2 printers.

For more info on the Cube 2 go to: http://cubify.com/products/cube2techspecs/

Tech. Inventory:

Troubleshooting Internet Connection Problems:

See Appendix #1

Technology Related Policies (Current):

See Appendix #2

Technology Related Policies (Proposed):

See Appendix #2

Stakeholder Involvement:

Library patrons were involved in the tech planning process via print & online surveys. Library staff participated by taking technology skills assessment tests.

Goals & Objectives:

Timeline:

Professional Development Strategy:

The Falmouth Memorial Library staff is currently creating methods to improve their professional development. Current proposed methods include.

1. **A one on one "tech. buddy" system.**

   Staff will be paired up with each other in order to better facilitate mutual learning of, and confidence in their, technology related skills.

2. **The use of Learning Express Library.**

   The Maine State Library grants access to the MARVEL electronic collection to all Maine libraries. One of the offerings of this service is Learning Express Library (LEL). LEL offers many practice courses, e-books, and resources for self-learners. LEL has a large segment of information in regards to basic technology skills building, and even some more advanced lessons.

3. **Use online resources such as Web Junction.**

Web Junction holds many resources for librarians wanting to learn more about technology, or even libraries in general. The staff will be making use of their informational articles, training tools, and other resources to improve their skills. Web Junction also links to many web based resources beyond their own site, and library staff can also utilize these tools to their advantage.

Evaluation Process:

Evaluating Technology Goals:

Evaluating Professional Development:

1. **Technology Assessment Tests**

    Staff will take technology assessment tests to make sure that they are meeting the required technology competencies for the job, or are improving their skills in a manner that will allow them to do so in the future. Tools such as Northstar basic computer skills certificate (https://www.digitalliteracyassessment.org/) testing programs have been and will continue to be utilized.

2. **Technology Proficiency Check Lists**

    Check lists such as the Technology Proficiency Checklist (http://create.coloradovirtuallibrary.org/technology-proficiency-checklist) will also be used to evaluate where the staff member currently stands, and it can also guide staff members toward what they should be learning about next.

3. **Annual Employee Reviews**
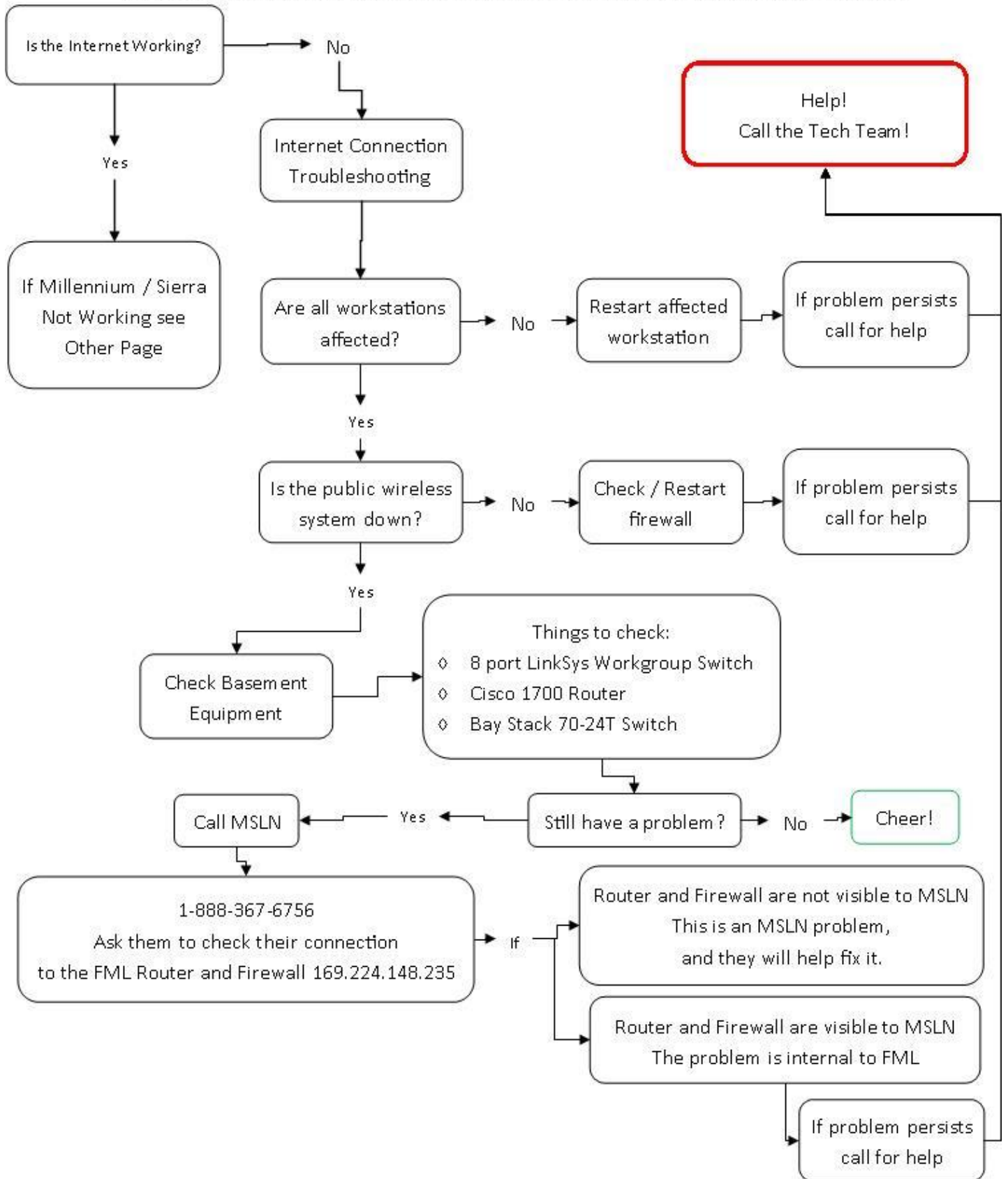
    Employee reviews allow for both supervisorial and self-assessments to be conducted in regards to the staff members current understanding of their job. Part of this review process will be geared to assessment of the employee's technology skills. By comparing the supervisors and staff members two assessments plans can be made in how to improve, or maintain, their technology skills.
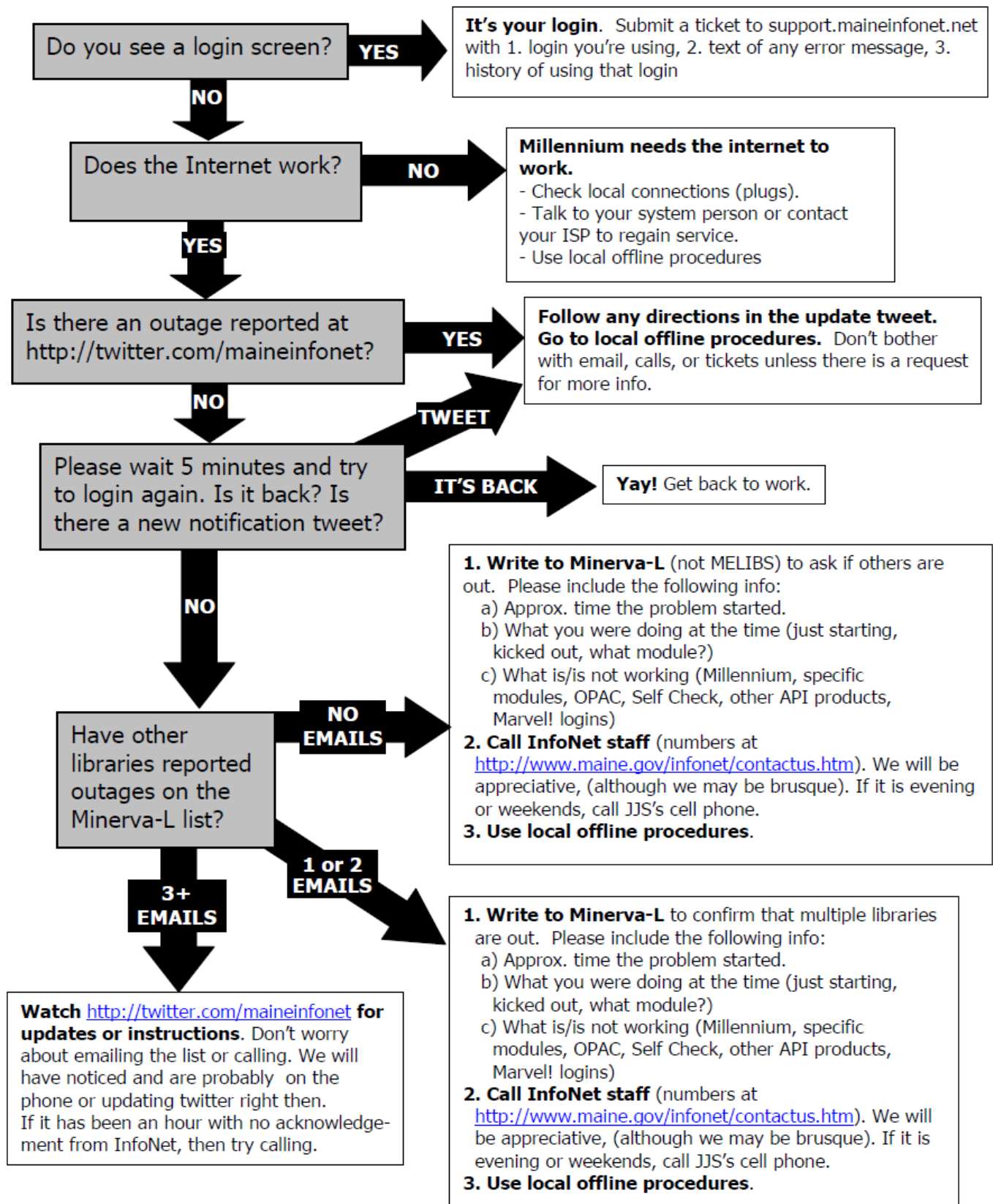
Appendix #1

Troubleshooting Internet Connection Problems

It is assumed that all electrical and network cables have been checked before proceeding.

```
Is the Internet Working? ────── No
         │                      │
        Yes                     ▼
         │             Internet Connection
         ▼                Troubleshooting
If Millennium / Sierra            │
   Not Working see                ▼
     Other Page          Are all workstations ──── No ──→  Restart affected ──→  If problem persists
                             affected?                        workstation            call for help
                                  │
                                 Yes
                                  ▼
                          Is the public wireless ── No ──→  Check / Restart ──→  If problem persists
                             system down?                      firewall            call for help
                                  │
                                 Yes
                                  ▼
          Check Basement ──→   Things to check:
            Equipment          ◇  8 port LinkSys Workgroup Switch
                               ◇  Cisco 1700 Router
                               ◇  Bay Stack 70-24T Switch
```

Help!
Call the Tech Team!

```
Call MSLN ←── Yes ←── Still have a problem? ──→ No ──→  Cheer!
     │
     ▼
1-888-367-6756
Ask them to check their connection ──→ If ──→  Router and Firewall are not visible to MSLN
to the FML Router and Firewall 169.224.148.235      This is an MSLN problem,
                                                    and they will help fix it.

                                            Router and Firewall are visible to MSLN
                                            The problem is internal to FML

                                                    If problem persists
                                                      call for help
```

WHEN MINERVA GOES DOWN

Do you see a login screen? — **YES** → **It's your login.** Submit a ticket to support.maineinfonet.net with 1. login you're using, 2. text of any error message, 3. history of using that login

NO ↓

Does the Internet work? — **NO** → **Millennium needs the internet to work.**
- Check local connections (plugs).
- Talk to your system person or contact your ISP to regain service.
- Use local offline procedures

YES ↓

Is there an outage reported at http://twitter.com/maineinfonet? — **YES** → **Follow any directions in the update tweet. Go to local offline procedures.** Don't bother with email, calls, or tickets unless there is a request for more info.

NO ↓

Please wait 5 minutes and try to login again. Is it back? Is there a new notification tweet?

— **TWEET** → (see above box)

— **IT'S BACK** → **Yay!** Get back to work.

NO ↓

Have other libraries reported outages on the Minerva-L list?

— **NO EMAILS** →
1. **Write to Minerva-L** (not MELIBS) to ask if others are out. Please include the following info:
    a) Approx. time the problem started.
    b) What you were doing at the time (just starting, kicked out, what module?)
    c) What is/is not working (Millennium, specific modules, OPAC, Self Check, other API products, Marvel! logins)
2. **Call InfoNet staff** (numbers at http://www.maine.gov/infonet/contactus.htm). We will be appreciative, (although we may be brusque). If it is evening or weekends, call JJS's cell phone.
3. **Use local offline procedures.**

— **1 or 2 EMAILS** →
1. **Write to Minerva-L** to confirm that multiple libraries are out. Please include the following info:
    a) Approx. time the problem started.
    b) What you were doing at the time (just starting, kicked out, what module?)
    c) What is/is not working (Millennium, specific modules, OPAC, Self Check, other API products, Marvel! logins)
2. **Call InfoNet staff** (numbers at http://www.maine.gov/infonet/contactus.htm). We will be appreciative, (although we may be brusque). If it is evening or weekends, call JJS's cell phone.
3. **Use local offline procedures.**

— **3+ EMAILS** →
Watch http://twitter.com/maineinfonet for updates or instructions. Don't worry about emailing the list or calling. We will have noticed and are probably on the phone or updating twitter right then.
If it has been an hour with no acknowledgement from InfoNet, then try calling.

Appendix #2

Library Technology Policies

Internet Use Policy ——————————————————————————

Code of Conduct ——————————————————————————

Employee Email Policy ——————————————————————————

Employee Internet Usage ——————————————————————————
Policy

Employee Policy on ——————————————————————————
Personal Blogs and Online
Posts

Employee Cellular Telephone ——————————————————————————
& Texting Policy

Employee Computer Software ——————————————————————————
& Hardware Use Policy

Library-Sponsored ——————————————————————————
Social Media Policy

Proposed Computer and ——————————————————————————
Internet Use Policy

Falmouth Memorial Library Patron Internet Use Policy

January 16, 2004

Mission

The mission of the Falmouth Memorial Library is to enrich the community by providing resources and services that foster a love of reading and inspire imagination, curiosity, and an open exchange of ideas and information.

Purpose

The Library's Internet access is intended primarily as an informational resource to expand upon and enhance the library's own collection of materials and further its mission.

Responsibilities & Risks

The Falmouth Memorial Library has no control over the information accessed through the Internet and cannot be held responsible for its content. Not all sources on the Internet provide accurate, complete, or current information. It is the user's responsibility to question the validity of information found.

The Falmouth Memorial Library does not filter its access to the Internet. We believe that currently available filtering technology blocks many sites with useful information and also gives users a false sense of security that all inappropriate material is blocked.

All Internet resources accessible through the library are provided equally to all library users. Parents or guardians, NOT Library staff, are responsible for the Internet information selected and/or accessed by their children. Parents are advised to supervise their children's Internet sessions.

When conducting research activities or simply browsing the Internet, the Falmouth Memorial Library encourages users to start with the Library's own web page and take advantage of links to staff selected web sites. Users are encouraged to ask a staff member for assistance in finding the best research sources.

With passage of the PATRIOT Act in October 2001, users are advised that records of information they access through Library computers are subject to seizure upon subpoena. The Library's public computer Web browser caches are cleared nightly but this does not mean that all cached data is completely removed from the hard drive. For more information about the PATRIOT Act please visit the American Library Association's website at http://www.ala.org.

Rules and Regulations

The Library reserves the right to limit the use of its electronic resources by the public to assure equal access to all. Such limitations may include:

Restricting time on the computers.

Restricting the number of people at one computer at a time.

Restricting access to interactive online activities such as "chat" rooms and games.

Library patrons will be required to pay for consumable supplies such as paper and diskettes.

Users are not permitted to add to, delete, or modify the installed hardware or software.

Users will be held liable if they permanently or temporarily damage any equipment or software.

All electronic resources used within the Library, including personal electronic devices, may only be used for legal purposes. Users may not send, receive or display any text or graphics which may be reasonably construed as obscene. Display of obscene materials is prohibited on personal electronic devices as well. Anyone found in violation of this policy may lose his/her library and /or computer use privileges and could face criminal charges.

Adopted by the Board of Trustees on February 9, 2004

Falmouth Memorial Library Code of Conduct

The Falmouth Memorial Library encourages all members of the community to use the library. Our mission is to enrich the community by providing resources and services that foster a love of reading and inspire imagination, curiosity and an open exchange of ideas and information. In order to fulfill our mission we need to ensure a comfortable and safe environment; a place where we all share materials and spaces and everyone behaves in a courteous, respectful manner.

To that end, the library does not allow the following:

1. Acting in a loud or disruptive manner.

    a. Parents and caregivers (not library staff) are responsible for the children they bring into the library and should make sure that they do not disturb others.

    b. We encourage people who must use cell phones to do so outside or away from quiet areas whenever possible. Please limit usage and keep voices down. We also request that people turn their cell phone ringers down or preferably silence them.

    c. While using the quiet area of the library (the back part of the library where Periodicals, Biographies and the Maine Room are located) patrons are asked to respect those who are reading or studying in that area by being especially quiet.

    d. Soliciting, selling, or petitioning for any reason within the library building except in the Russell Meeting Room or as permitted by the Library Board of Trustees.

2. Running, skating, skateboarding or acting in an unsafe manner anywhere on library property.

3. Being in the library without a shirt or without footwear.

4. Smoking, chewing, and other tobacco use in the library facilities or on library grounds.

5. Parents or caregivers leaving the library premises while leaving unattended children 8 years and younger or other dependent persons requiring supervision.

6. Offensive, obscene language or acts, or harassment of patrons or staff.

7. Eating except in designated areas or at approved library functions. Non-alcoholic drinks will be allowed in closed containers in areas that do not include computers.

8. Destruction or damage to any library property or facilities.

9. Moving or removing library property without proper authorization.

10. Interfering with the orderly operation of the library or with the ability of others to use and enjoy the facility, including interference due to strong bodily odors or fragrances.

11. Animals are not allowed in the library with the exception of a.) prescribed and trained service animals (dogs and trained miniature horse only) with all required licensing, permits, and vaccinations and b) animals invited for special programs. Patrons with pets are asked to keep them outside of the building, in their vehicles or in cages or on leashes.

12. Violation of any library policies including Russell Room Use, Internet Use, and Community Information Area policies.

13. Any illegal activity

 The library staff has been charged by the Board of Trustees with the responsibility to interpret and enforce these rules to ensure that the rights of all individuals to use the library are upheld. If you witness anything that makes you feel uncomfortable and/or is in violation of this policy, please report it to any staff member.

Violation of any of these rules will result in appropriate reprisals which could include denial of access to the library, and/or police intervention.

Approved 1/10/2005

Revised 3/13/2006

Revised 8/1/2011

Revised 4/7/2014

Revised 12/1/2014

Employee Email Policy

Use of the Email System

The email system is intended for official Library business. Although you may use the email system occasionally for personal messages, you may do so during nonworking hours only. If you send personal messages through the Library's email system, you must exercise discretion as to the number and type of messages you send. You must also ensure that your personal use of the email system does not interfere in any way with your job duties or performance. Any employee who abuses this privilege may be subject to discipline.

Email Is Not Private

Email messages, including attachments, sent and received on Library equipment are the property of the Library. We reserve the right to access, monitor, read, and/or copy email messages at any time, for any reason. You should not expect privacy for any email you send using Library equipment, including messages that you consider to be personal, or label with a designation such as "Personal" or "Private."

All Conduct Rules Apply to Email

All of our policies and rules of conduct apply to employee use of the email system. This means, for example, that you may not use the email system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to reveal Library confidential information.

No Solicitation by Email

You may not use the email system to solicit others to patronize an outside business or to support an outside organization, a political candidate or cause, or a religious cause.

You also may not use the email system to ask employees to donate to a particular charitable cause without the prior consent of the Library Director.

Professional Tone and Content

We expect you to exercise discretion in using electronic communications equipment. When you send email using the Library's equipment, you are representing the Library. Make sure that your messages are professional and appropriate, in tone and content. Remember, although email may seem like a private conversation, email can be printed, saved, and forwarded to unintended recipients. You should not send any email that you wouldn't want your boss, your mother, or our Library's competitors to read.

Guidelines for Email Writing

1. Always spell-check or proofread your email messages. Email is official Library correspondence.

Employee Email Policy Continued.

2. Use lowercase and capital letters in the same way that you would in a letter. Using all capital letters is the email equivalent of shouting at someone -- and it can be hard on the eyes. Failing to use capital letters at all (to begin a sentence or formal noun) can confuse readers and seem overly cute. Unless you are writing poetry, use standard capitalization.

3. Remember your audience. Although email encourages informal communication, that might not be the most appropriate style to use for certain constituents. And, remember that your email can be forwarded to unintended recipients, some of whom may not appreciate joking comments or informalities.

4. Don't use email for confidential matters. Again, remember the unintended recipient. Your email might be forwarded to someone you didn't anticipate or might be sitting at a printer for all to see. If you need to have a confidential discussion, do it in person or over the phone.

5. Send messages sparingly. There is rarely a need to copy everyone in the Library on an email. Carefully consider who really needs to see the message, and address it accordingly.

6. Always think before you send. Resist the urge to respond in anger, to "flame" your recipient, or to get emotional. Although email gives you the opportunity to respond immediately, you don't have to take it.

7. Don't leave the subject line blank. Always include a brief description, so readers will know what your email is about at a glance. This makes it easier for all of us to manage our email -- and makes it more likely that you will receive a response to your message.

8. Don't overuse the "urgent" tag. Mark a message as urgent only if it is truly important and must be answered right away.

Email Security

To avoid email viruses and other threats, employees should not open email attachments from people and businesses they don't recognize, particularly if the email appears to have been forwarded multiple times or has a nonexistent or peculiar subject heading. Even if you know the sender, do not open an email attachment that has a strange name or is not referenced in the body of the email -- it may have been transmitted automatically, without the sender's knowledge.

 If you believe your computer has been infected by a virus, worm, or other security threat to the Library's system, you must inform the Director immediately.

Employees may not share their email passwords with anyone, including coworkers or family members. Revealing passwords to the Library's email system could allow an outsider to access the Library's network.

Employee Email Policy Continued.

Retaining and Deleting Email Messages

Because email messages are electronic records, certain messages must be retained for compliance purposes.

Please refer to our record-keeping policy for guidance on which records must be kept, and for how long. If you

have any questions about whether and how to retain a particular email message, please ask the Director.

Employee Internet Usage Policy

Personal Use of the Internet

Our network and Internet access are for official Library business. Employees may access the Internet for personal use only outside of work hours and only in accordance with the other terms of this policy.

Prohibited Uses of the Internet

Employees may not, at any time, access the Internet using Library equipment for any of the following purposes:

To view websites that offer pornography, gambling, or violent imagery, or are otherwise inappropriate in the workplace.

To operate an outside business, online auction, or other sales site; solicit money for personal purposes; or otherwise act for personal financial gain or profit.

To download or copy software, games, text, photos, or any other works in violation of copyright, trademark, or other laws.

To stream, run, or download any non-Library-licensed software program without the express consent of the IT department.

To stream, run, or download music, video, games, mini desktop applications (widgets), or any form of multimedia, from the Internet.

To read, open, or download any file from the Internet without first screening that file for viruses using the Library's virus detection software.

If you believe that your job may require you to do something that would otherwise be forbidden by this policy, ask the Director or the Assistant Director how to proceed.

No Personal Posts Using Library Equipment

Employees may not use the Library's equipment to transmit their personal opinions by, for example, posting a comment to a blog or contributing to an online forum. Even if you don't identify yourself as a Library employee, your use of Library equipment could cause your opinion to be mistaken for the Library's view.

Internet Use Is Not Private

We reserve the right to monitor employee use of the Internet at any time. You should not expect that your use of the Internet -- including but not limited to the sites you visit, the amount of time you spend online, and the communications you have -- will be private.

Employee Internet Usage Policy Continued.

Don't Use Personal Email Accounts for Work

Employees may not use their own personal email accounts to transact Library business without permission of the Director. This includes storing work-related documents and email messages in your personal email account, sending work to your personal email account, engaging in work-related communications (with customers, clients, or coworkers, for example) using your personal email account, or "bouncing" messages from your Library email to your personal email when you are out of the office.

Although employees may find these practices convenient, they can create significant security problems, expose confidential Library information, and compromise the Library's record-keeping obligations. If you work offsite (for example, at home or on business travel), please contact the Director to find out how to safely transmit and protect Library information.

Rules for Accessing Personal Email

Accessing your personal email account from work creates security risks for the Library's computer system and network. To help control these risks, employees must follow these rules when using Library equipment to access their personal email:

 You may access your personal email account during non-work hours only, for example, during breaks.

 Do not open any personal email messages from an unknown sender. Personal email is subject only to the security controls imposed by your provider, which may be less strict than the Library's. If a personal message contains a virus or other malware, it could infect the Library's network.

 Before you open any attachment, you must scan it for viruses using the Library's antivirus software.

Employee Policy on Personal Blogs and Online Posts

Our Library recognizes that some of our employees may choose to express themselves by posting personal information on the Internet through personal websites, social media, blogs, or chat rooms, by uploading content, or by making comments at other websites or blogs. We value our employees' creativity and honor your interest in engaging in these forms of personal expression on your own time, should you choose to do so. However, problems can arise when a personal posting identifies or appears to be associated with our Library, or when a personal posting is used in ways that violate the Library's rights or the rights of other employees.

No Posting Using Library Resources

You may not use Library resources to create or maintain a personal blog, personal website, or personal page on a social networking site, or to upload content or make personal postings online, nor may you do so on Library time.

Guidelines for Online Posting

You are legally responsible for content you post to the Internet, in a blog, social media site, or otherwise. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

All of our Library policies apply to anything you write in a personal blog, post to the Internet, or upload to the Internet. This means, for example, that you may not use personal postings to harass or threaten other employees or reveal Library confidential information. Embarrassing or unkind comments about other Library employees, customers, clients, or competitors are also inappropriate.

If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of our Library, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog, social media page, or website, are your own, and do not reflect the views of the Library.

You may not use Library trademarks, logos, or other images, nor may you make false or misleading statements about the Library's philosophy, products, services, opinions, or affiliations with other companies.

Please keep in mind that your personal postings will be read not only by your friends and family, but possibly by your coworkers and manager, as well as our Library's community of patrons. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Use your common sense when deciding what to include in a post or comment. Don't say something that you wouldn't want these people to read.

Employee Policy on Personal Blogs and Online Posts Continued.

Posts About the Library or Its Products or Services

If you post anything about the Library, you must identify yourself as a Library employee. This means, for example, that employees may not post anonymous online reviews of Library products or statements about the Library in which they fail to identify themselves as employees.

Social Networking With Colleagues

Use your good judgment when requesting that coworkers, managers, or subordinates join your online social networks, or when responding to such requests. Keep in mind that, although you may be friends outside of work, you are also colleagues at work and must treat each other with respect and courtesy. A post or comment that might be appropriate among social friends may sound different when coming from a boss, subordinate, or coworker.

Employee Cellular Telephone & Texting Policy

Personal Cell Phones at Work

Although our Library allows employees to bring their personal cell phones to work, we expect employees to keep personal conversations to a minimum. While occasional, brief personal phone calls are acceptable, frequent or lengthy personal calls can affect productivity and disturb others. For this reason, we generally expect employees to make and receive personal phone calls and text messages during breaks only.

Employees must turn off the ringers on their cell phones and text messaging alerts when away from their cell phones or other personal electronic device. Employees must turn off their cell phones or leave their phones elsewhere while in meetings, presentations, or trainings. Employees must also turn off their cell phones or leave their phones elsewhere while meeting with clients or serving customers.

It is inappropriate to interrupt a face-to-face conversation with a coworker in order to take a personal phone call or to receive or send a text message.

Remember, others can hear your cell phone conversations. Try to talk quietly, and save intimate discussions for another time.

Employees who violate this policy will be subject to discipline, up to and including termination.

Don't Use a Cell Phone or Text While Driving

We know that our employees may use their cell phones for work-related matters, whether these devices belong to the employee or are issued by the Library.

Employees are prohibited from using cell phones for work-related matters while driving. We are concerned for your safety and for the safety of other drivers and pedestrians, and using a cell phone while driving can lead to accidents.

If you must make a work-related call while driving, you must wait until you can pull over safely and stop the car before placing your call. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the car. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so.

It is strictly prohibited to send or receive text messages while driving on behalf of the library or attending to library business. State laws may prohibit this, but the Library in addition has a strict policy against texting while driving, for the safety of its employees and the safety of the public. Do not view or answer text messages until you have pulled over to a safe place.

The Library may provide you with computer equipment and access to the Library's network in order to perform your job.

Employee Computer Software & Hardware Use Policy

Use of Computer Equipment

The Library's computer equipment and network are intended for business use. You may use the Library's computer equipment for occasional personal purposes, but you may do so during non-work hours only, for example, on a scheduled break.

The Library has the ability to access and review all information stored on the Library's computer equipment and network. The Library reserves the right to perform such an inspection at any time, for any reason. You should not expect that any files, records, or other data stored on the Library's equipment and network will be private, even if you attempt to protect its privacy (for example, by using a password or designating it as "personal").

Remote Access

While software and programs that allow users remote access to a computer (for example, access to your home computer from work or your work computer from home) can be convenient, they also present security risks. Therefore, employees are prohibited from using these tools to access their work computers (and the Library's servers) from a distance, or to access any outside computer from their work computers, unless specifically authorized by the Library Director.

Encryption and Encoding

You may not encrypt or encode any files, data, or other information stored on the Library's computer equipment or network.

Software Use

It is our Library's policy to use licensed software only in accordance with the terms of its license agreement. Violating a license agreement is not only unethical; it is also illegal and can subject the Library to criminal prosecution and substantial monetary penalties.

To help us adhere to this policy, employees may not do any of the following without permission from the Director:

Copy any Library software program for any reason.

Install a Library software program on any computer (including your home computer).

Install a software program (including software licensed or owned by the employee) on any Library computer.

Download any software program from the Internet to a Library computer.

Employee Computer Software & Hardware Use Policy Continued.

Hardware Use

No employee is permitted to install or modify any hardware without the explicit written permission of the Director.

The Library may audit Library-owned computers at any time to ensure compliance with this policy.

Library-Sponsored Social Media Policy

Our Library's Social Media Presence

Social media tools, including Library-sponsored blogs or social networking sites, are an important part of our Library's face to the public. These social media offer new opportunities to shape opinion about our programs and our Library, to communicate directly with the library community, and to be part of the online conversation about important developments in our field.

We want to use social media to communicate with the greater Falmouth community, to reach younger patrons, and as a tool to promote our programs.

Who May Post

Only authorized employees may set up or post to Library-sponsored blogs, social networking pages, or other social media. Authorization is granted by the Director.

Guidelines for Employees Who Post

1. **Be respectful.** When you post about the Library, its programs, employees, users, and peer organizations, use good judgment. Make sure your posts are professional and respectful. It's fine to disagree, as long as you do so in a civil way and you're not offensive.

2. **Add value.** We expect you to write about new developments and trends in your area of expertise. Don't just recycle news or posts; add your perspective and provide useful advice to enable patrons to better use our products, programs and services.

3. **Post often.** We want readers to return and see what's new at our Library, and the best way to do that is to post at least weekly.

4. **Be part of the conversation.** When appropriate, link to other sites, articles, blogs, and media on the same topic. And of course, link to our Library site when appropriate.

5. **Accuracy counts.** Before you publish a blog post or a social media entry, confirm it for accuracy. When writing about Library business, check with the appropriate people in-house to make sure you've got the facts straight. If you later learn you've made a mistake, say so -- and correct it.

6. **Avoid inappropriate topics.** We want you to generate interest, but there are many ways to do that without offending readers or placing the Library in the midst of a controversy. All Library policies, including those that prohibit harassment, discrimination, and unprofessional conduct, apply with equal force to your online posts.

7. **Respect ownership of intellectual property.** Don't copy or use work by someone else (including text, photos, and video) without proper authorization and, if required, attribution. If you're referring to a copyrighted story, keep your quotes short; if you want to refer to another's work, it's best to link to it in its entirety.

8. **Keep the Library's secrets.** Don't refer to or reveal the Library's proprietary information. This includes financials, programs in development, and other confidential information. If you aren't sure whether to reveal particular information in your post, speak to the Director, or in her absence, the Assistant Director.

9. **Maintain patron and employee privacy.** Do not mention library users by name or identifying details without authorization from the Director. If you want to discuss or mention coworkers in your posts, you must get their permission first.

10. **Ask -- and think -- before you post.** Remember, your posted content represents you and the Library to the public—and all of us want that representation to be positive. If you aren't certain that what you plan to post is appropriate and legal, check with the Director before you post.

You Are Responsible for Your Posts

Remember, you are legally responsible for what you post online, whether on a personal site or a Library-sponsored site. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things. All Library policies apply to your online posts, including those posted on Library-sponsored sites.

Handling Comments

We encourage reader responses and comments to our social media postings. However, not all reader commentary is fit to print. If you post entries that elicit reader responses or comments, you must follow these guidelines:

Do not allow the posting of spam, advertisements, or comments that merely link to another website (unless they are responsive to the original post).

Do not allow the posting of any comment that is obscene or offensive.

Do not allow the posting of any comment that reveals proprietary information.

Do not remove relevant anti-Library comments simply because they are negative. Do not engage in online arguments or "flame wars" through social media commenting. Talk to the Director about how-- and through which medium -- to respond appropriately.

Library-Sponsored Social Media Policy Continued

If you receive a complaint about the Library or its products in a comment, immediately notify the Director, so she can handle the situation directly.

Proposed - Computer and Internet Use Policy

Rules and Regulations:

Misuse of the electronic resources of the Library, or of Internet Access, may result in the loss of computer privileges, access to the library or even criminal charges. Such misuse includes, but is not limited to:

· Using the computers or networks for illegal activity.

· Damaging or altering equipment or software. Users will be liable for any damages caused.

· Attempting to gain access to the library's private network or computer systems, or to any other protected network or computer system.

· Displaying, sending or downloading any materials which can be reasonably construed as obscene.

· Engaging in any activity that is deliberately and maliciously offensive, libelous, or slanderous.

· Violating copyright or trademark laws, software licensing agreements, or intellectual property rights.

· Installing, downloading, deleting or modifying software on library computers.

Additionally, to ensure equitable service for the public, the Library reserves the right to limit the use of its electronic resources. Such limitations may include, but are not limited to:

· Setting time restrictions for individual or group use.

· Restricting the number of people at one computer at a time.

· Restricting access to interactive online activities such as chat rooms and games.

Responsibility and Risks:

Falmouth Memorial Library has no control over the information available through the Internet and cannot be held responsible for the content found there. Not all sources on the Internet provide accurate, complete, or current information and it is the responsibility of the user to ascertain the validity of the information found. The Library assumes no responsibility and shall have no liability for any direct, indirect, or consequential damages arising from the use of any of the Library's electronic resources or the information found therein.

Falmouth Memorial Library does not filter its access to the internet. We believe that currently available filtering technologies block many sites with useful information and also give users a false sense of security that all inappropriate material is blocked. Users are highly encouraged to have their own solutions to prevent and remove malicious viruses and other malware, and the Library takes no responsibility for such.

Proposed - Computer and Internet Use Policy Continued.

As with other Library materials, restriction of a child's access to the Internet is the responsibility of the parent or guardian of the child. Falmouth Memorial Library does not provide any monitoring or supervision and highly recommends that parents and guardians supervise their child's use of electronic resources.

Privacy

All library records regarding a patron's use of Library materials, including the Internet, shall be kept confidential. Those records may only be released with the express written permission of the patron involved or per court order.

Users are advised that security in an electronic environment such as the Internet cannot be guaranteed and that all transactions, files and communications are potentially vulnerable to unauthorized access and use and therefore all information sent through library networks should be considered public.

Staff Assistance

Falmouth Memorial Library staff has developed a familiarity with electronic resources within the library and are happy to use this knowledge to assist library users in locating information. However, among the staff experience with the Internet and web-based applications varies, and the applications and services available through the internet are numerous, varied, and in many cases extremely complex. Individual library staff members may not be able to provide in-depth assistance in the use of every application or service.

Library staff will provide brief "tutorials" on basic services and refer users to helpful guides upon request. In-depth assistance may be provided as time allows at the discretion of library staff. More extensive training in the use of the Library's online services and resources will be offered when time permits or by appointment with library Technical Volunteers or Staff Members.

Patrons making use of their own technological devices are responsible for their configuration and operation on the library's Wireless networks. Staff members will provide the identifying information for Library Networks, and any further assistance will be decided on a case by case basis on the individual staff member's availability and familiarity with the chosen device.