

Lewis & Clark Library System Internet and Online Reasonable and Ethical Use Policy

Goal of Policy:

To provide, manage, maintain and regulate access to the Internet in such a way as to not detract from a certain basic access to information.

1. LCLS Internet Philosophy Statement:

The Lewis and Clark Library System's connection to the Internet is envisioned as a method to allow all system members to a certain basic access to information.

2. Scope of Policy:

2.1 Responsibilities and Rights of LCLS and Internet Users

This policy will address the responsibilities and rights of both LCLS, its staff and LCLS member libraries (including their staff and patrons) or any other end user of the Internet services provided by LCLS.

2.2 System vs. Local Policy

2.2.1 LCLS policy concerning the Internet should not detract from a member library's ability to create policy specific to the individual needs, provided that local policy does not detract from the system's ability to offer a certain basic access to information to LCLS Internet member libraries.

2.2.2 Member libraries and Internet service clients are responsible for creating policy specific to the needs and mission of their libraries and institutions.

2.2.3 Member libraries and Internet service clients are responsible for creating policies specific to the degree and type of access to the Internet as well as enforcing that policy.

2.2.4 This is recommended that member libraries investigate creating policies in the areas of training, maintenance and management of Internet services specific to the needs of their libraries and institutions.

2.3 General Moral Imperatives

- Contribute to society and human well-being
- Avoid harm to others
- Be honest and trustworthy
- Be fair and take action not to discriminate
- Honor property rights, copyrights, patents and trade secrets
- Give proper credit for intellectual property

2.4 Access to Information

LCLS supports citizens' rights of access to information (i.e., The Freedom of Information Act) and opposes censorship. Since the Internet is a global electronic network, there is very little control over its users or the information it provides. The resources on the Internet provide a wide variety of information and opinions from diverse viewpoints. It is impossible for LCLS to censure access to material or to protect users from offensive materials. However, software and hardware developments do allow individual libraries and Internet service clients to filter out materials that are not in the best of the specific community they serve.

2.5 Definition of Terms

The following definitions will be used for terms in this document:

A certain basic access to information: LCLS's commitment to provide member libraries with Internet services and equipment at a minimum level of access. The minimum level will be set in the system's annual Plan of Service.

Computer Account: The combination of a user name, or user ID and a password that allows an individual access to a shared computer or a local area network.

Desktop Computers, Microcomputers, Advanced Workstations: Different classes (e.g., Windows, Mac, UNIX) of computers, some shared, some single-user systems.

Information Resources: In the context of these guidelines, this phrase refers to data or information and the software and hardware that makes that data or information available to users.

Network: A group of computers and peripherals that share information electronically, typically connected to each other by either cable or satellite link.

Quotas: The amount of disk space, memory, printing, etc., allocated to a computer account by that computer's system administrator.

Peripherals: Special-purpose devices attached to a computer or computer network--for example, printers, scanners, plotters, etc.

Server: A computer that contains information shared by other computers on a network.

Software: Programs, data or information stored on magnetic media (tapes, disks, diskettes, CD-ROMs, etc.). Usually used to refer to computer programs.

System Administrator: Staff member employed by LCLS, a member library or an Internet client whose responsibilities include system, site, or network administration and staff duties.

3 LCLS Responsibilities

3.1 LCLS Internet Service Users

3.1.1 Libraries

LCLS member libraries are eligible to receive a library-specific account to be used by library personnel that includes access to Internet services.

3.1.2 Library Staff

Staff of LCLS member libraries are considered users of Internet services as they will have access to Internet services through the library-specific Internet accounts. LCLS reserves the right to assign a specific staff member an account as the need arises.

3.1.3 Local Patrons

Patron access to Internet services will be in compliance with the local Internet policy. LCLS reserves the right to assign or deny an Internet account to a specific person as necessary.

3.1.4 Non-Library Internet Service Clients

LCLS reserves the right to seek out non-LCLS members as service Internet clients to reduce the cost of telecommunications for LCLS member libraries. Non-member clients must abide by the same Internet service policies and guidelines as LCLS member libraries.

3.1.5 Privilege

Use of Internet services is a privilege and not a right. Inappropriate use will result in cancellation of those privileges.

3.2 System Administration

3.2.1 Definitions

The following definitions will be used in this document:

System Administrator: Staff members employed by LCLS or an Internet services client whose responsibilities include system, site, and/or network administration and staff duties.

System Administration: Combination of staff members and duties required to successfully manage, maintain and regulate electronic services.

3.2.2 Supervision of Use:

A minimum degree of supervision of system clients' use of Internet and other electronic services is needed to effectively maintain, manage and regulate LCLS electronic services.

3.2.2.1 Legitimate Supervision of Use

Internet System administrators and their staff may supervise any action necessary for system maintenance or to address any action that adversely effects or jeopardizes any electronic service.

ex. Regulate the amount of disk space Internet account users may use on the system Internet server.

ex. Regulate the amount of simultaneous users to the Internet server.

3.2.2.2 End Users Right to Privacy and Confidentiality

LCLS respects the rights of privacy and confidentiality of all user accounts. System administrators and staff will respect user files and e-mail, but reserve the right to investigate user accounts for suspected misuse, disruption of system integrity or for illegal use of Internet services.

3.2.2.3 Access to Basic Internet Resources

LCLS will take any action needed to ensure that participating member libraries and Internet service clients maintain a certain basic access to Internet resources, but reserves the right to withdraw access to Internet services if any policies or laws are violated.

3.3 System Maintenance

LCLS system administrators and staff are committed to maintaining equipment (hardware, software and peripherals) which ensure a certain basic access to information for member libraries and Internet service clients.

3.3.1 Software & Hardware Upgrades

Periodic hardware and software upgrades will be made on the system.

3.3.2 Maintenance Announcements

Some disruptions of service are planned and will be announced to users. Other disruptions are not planned and therefore will not be announced.

3.3.3 Service Disruption

LCLS will not be held accountable for work, e-mail, files, communications, etc. lost due to a disruption of service.

3.3.4 Security

LCLS staff will perform tasks to ensure the security of service, data and use of electronic services (i.e. purging of files suspected of containing a virus). Users will be notified if these tasks may affect Internet services.

3.4 System Management

LCLS system administrators and staff are committed to managing Internet services to ensure a certain basic access to information for member libraries and Internet service clients.

3.4.1 Software and Hardware Management

LCLS staff will oversee maintenance on software and hardware related electronic services, will communicate with vendors and will plan for future upgrades.

3.4.2 User Accounts

LCLS staff will oversee the use and maintenance of user accounts. LCLS reserves the right to set restrictions and privileges to any individual user accounts (i.e. the amount of disk space given to a user account).

3.4.3 Telecommunications Costs

LCLS will pass on the telecommunications costs for Internet services to participating member libraries and Internet service clients.

3.4.4 Consulting Services

LCLS will provide consulting services to member libraries and other Internet service clients to promote system integrity and hardware compatibility.

3.4.5 Cooperation with GateNet

GateNet services have laid the groundwork to providing Internet services. LCLS will work to maintain cooperation, cost sharing and maintenance of services with GateNet.

3.4.6 Internet Users Forum

LCLS recommends the creation of an Internet users forum to discuss possible policies, ways of promoting Internet services to member libraries and Internet service clients.

3.5 System Internet Training

LCLS staff will support the library system members, staff, and boards by providing training needed to effectively use Internet resources, to be aware of data repositories and techniques for using them, and to understand the ethical and legal issues involved with the Internet.

3.6 Enforcement of Internet Policy

LCLS reserves the right to enforce this policy in accordance with system policy, and local, state and federal law.

4 User Responsibilities and Rights

4.1 Privacy

Internet users have a basic right to privacy in the use of information services. LCLS will not interfere with this right unless there is a reasonable and just cause (i.e. suspected violations of other user's privacy).

4.2 Confidentiality

4.2.1 Authorized Use of Equipment and Accounts

Users and administrators are only allowed access to equipment and accounts that they have been authorized to use or maintain.

4.2.2 User Accounts

Accounts are only to be used for the specific purposes for which they were issued. Computer accounts, passwords and other types of authorizations that are assigned to individual users should not be shared with others (i.e. e-mail, access to GateNet, etc.).

4.2.3 User Responsibility for Data Security

End users are responsible for understanding the nature and the security of any data they may access. When a user gains access to data they should not be using they should discontinue use of the data immediately.

User should assign an obscure account password and change it frequently.

4.2.4 Manipulating System Data

Users and administrators must have authorization before manipulating system data. Persons who have manipulated the system without authorization will be subject to system, and possibly legal, penalties.

4.2.5 System Integrity

Users and administrators must refrain from any activity that may negatively effect the system integrity of any electronic service.

4.3 Confidential Information

4.3.1 Examination of User Information

User files and accounting information are considered confidential. LCLS is committed to maintaining the maximum security possible for user information and accounting files.

4.3.2 Users Permission

Permission must be sought out before making any repairs or upgrades to user accounts. If permission has been requested and the user either refuses or neglects to give authorization for upgrades or system maintenance, changes and upgrades will be made regardless of user permission under the following circumstances:

1. System integrity may be compromised by not taking action
2. Authorization has been requested and granted by the LCLS Executive Director to make changes.

4.4 User Responsibility

The following responsibilities should be observed by users:

1. Users should be aware of and observe all ethical and acceptable user policies and will be held responsible for any violations of policies that they commit.
2. Users should know and use the Internet and LCLS networked services in a manner that is consistent with their intended purposes.
3. Users should not interfere with the work of others or interfere with others' ability to gain access to Internet resources.
4. Users should avoid disrupting the network host system or networked services.
5. Users should respect the rights of other users and treat them as they wish to be treated.
6. Users should respect licenses and contractual agreements for software, hardware and services needed to connect to LCLS electronic services.
7. Users should not use LCLS online services, Internet accounts and other electronic services for commercial gain without prior approval by the LCLS Board of Directors.
8. Users should report unauthorized use of their account to the system administrator.

4.5 Liability

Users must agree to the following liability disclaimer:

1. The user agrees to indemnify and hold harmless, LCLS, its employees, and agents, from any claim, demand, liability, cause of action, suit, judgment, or expense (including attorney's fees), arising out of your breach of this agreement.
2. The user agrees to waive any claim and release LCLS, its employees, and agents, from any claim, demand, liability, cause of action, or suit for damages arising out of your use of GateNet or any LCLS online service, including but not limited to any loss of your data stored on GateNet.

3. The user understands and agrees that each time one accesses GateNet or any LCLS online service, they are bound by the terms of this agreement along with any changes or additions to this agreement and the terms of all GateNet policies that are in effect at the time they access the system.

4.6 Electronic Mail

One of the key areas of patron use is electronic mail (e-mail). Because issues of privacy and system integrity are of particular concern with e-mail, the following guidelines have been developed.

4.6.1 Ownership of Electronic Mail

System users have a right to privacy and confidentiality regarding electronic mail sent and received over the Internet. Any electronic data on LCLS online services is subject to LCLS supervision if it compromises system integrity or if any unethical or illegal use of e-mail is suspected.

4.6.2 Security of Electronic Mail

Electronic mail is not completely secure on any network. LCLS will not be held responsible for the security or privacy as far as e-mail is concerned.

4.6.3 Copyright Law and Electronic Mail

LCLS does not condone plagiarism or the illegal copy of an other's work. Electronic copies of information must be in compliance with copyright law.

4.6.4 Reading and Deleting Electronic Mail

It is the responsibility of each user to delete and manage their e-mail and other electronic information stored on their account disk space. LCLS reserves the right to purge mail and data if it affects system integrity.

4.6.5 Harassing or Threatening Mail

Sending harassing or threatening mail is forbidden, and may result in the revocation of e-mail and other online services.

4.6.6 Disk Quotas

Users accounts have a limited amount of disk space. Users are encouraged to frequently purge unused or old e-mail files as well as other electronic data being stored on the users account.

4.6.7 User Views

E-mail messages from users= accounts do not represent the views of the LCLS.

4.6.8 Network Etiquette

The following are general guidelines:

1. Messages to or in support of illegal activities, if discovered will be turned in to the appropriate legal authority.
2. Use a balance of upper and lower case letters when sending messages. UPPER CASE LETTERS represent shouting.
3. Mail should have a subject heading to represent content of the message.
4. Ask permission before forwarding, posting and inserting anything from a personal message you have received.
5. Do not send chain letters on the Internet. They cause system congestion and compromise system integrity. Violation of this policy may result in loss of user privileges.
6. Anonymity is not supported nor allowed. All e-mail must have an identifiable user identification attached to it. Lack of a user identification may be viewed as threatening or harassing mail.
7. Using LCLS Internet services to advertising through e-mail for commercial gain is forbidden and can be considered chain or junk mail.
8. Remember once a message has been sent, it cannot be "unsent" from its intended destination.

5 Misuse of Computing and Information Resource Privileges

5.1 Definition of Misuse

The following definitions of misuse will be used in the document:

5.1.1 Acts Contrary to LCLS policy

Acts contrary to the LCLS Internet and online services policy will be considered a misuse and will be subject to any action that LCLS deems necessary. Violation of this policy may result in loss of status or LCLS membership.

5.1.2 Acts Contrary to the Local, State and Federal Law

Acts contrary to local, state or federal law will be considered a misuse of LCLS online services and will be subject to penalty under both LCLS policy and the law.

5.1.3 Repeated Offenses

An offense will be defined as a repeated offense after a warning from LCLS, local, state or federal authorities has been issued to the offender.

5.1.4 Flagrant Violations of Policy or Law

Flagrant violations are defined as acts that are knowingly committed against all LCLS policies, local, state and federal laws. Confirmation of flagrant violations will be supported with documented proof that a violation has taken place.

5.2 Monitoring Use

LCLS reserves the right to monitor the use by system administrators and users of LCLS online services, provided that it follows the guidelines concerning privacy and confidentiality of user accounts. LCLS reserves the right to fully investigate any suspected misuse of LCLS electronic services.

5.3 Unauthorized Access to Equipment

Permission must be received before using any LCLS electronic equipment, including LCLS computers, modems, printers, GateNet or Internet servers, CD-ROM towers, and supporting peripherals. Any unauthorized use of LCLS equipment will be subject to both

LCLS and legal action depending upon the nature of the misuse.

5.4 Unauthorized Access of LCLS Data

Unauthorized access to LCLS data will be subject to both LCLS and legal action depending upon the nature of the misuse.

5.5 Violation of Copyright Law

Violation of copyright law will be subject to both LCLS and legal action depending upon the nature of the violation.

5.6 Infringement of Privacy and Confidentiality

5.6.1 E-Mail

Unauthorized viewing of a user's e-mail will be subject to both LCLS and legal action depending upon the nature of the violation.

5.6.2 Unauthorized File Transfers

Unauthorized transferring of files will be subject to both LCLS and legal action depending upon the nature of the violation.

5.7 Penalties for Misuse of Equipment or Information

5.7.1 Suspension of Internet Access

In incidents of misuse of equipment, access or information, suspension of Internet or online services will take place only after the following steps have been taken:

1. The case will be confirmed by system administrators and LCLS administration that misuse has taken place.
2. The incident will be brought before peer review in which limitations to access and the extent of suspension will be determined.
3. Once access has been reestablished, the user/library will be under a probation period to be determined by peer review.

5.7.2 Repeated Offenses

In the case of repeated offenses to LCLS policies or violation of law, the following steps may be taken:

1. Immediate loss of Internet access.

2. System administrators and LCLS administration will confirm that repeated misuse has taken place.
3. LCLS and GateNet administrators will review the case, determine action to be taken, counsel the offender as to their actions, as well as conditions for resumption of services.
4. Once access has been reestablished, the user/library will be under a probation period to be determined by LCLS.

5.7.3 Flagrant Violations of LCLS Policy, Local, State and Federal Law

In cases of flagrant violations of LCLS policy and the law the following steps may be taken:

1. Suspension of Internet access and privileges.
2. Turn matter over to the local authorities if the need arises.
3. Review from LCLS Administrators as to membership status.

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