

Lewis & Clark Library System
Video Conferencing Policy and Procedures

Goal of Policy: To provide, manage, maintain, and administrate LCLS video conferencing services and programming.

1. LCLS Video Conferencing Philosophy Statement:

Video conferencing is envisioned as a means to enhance the ability of System Headquarters, System Members, and System Partners= ability to facilitate continuing education, training, and meetings for their respective purposes. System video conferencing stems from a regional responsibility to provide service.

2. Scope of Policy:

2.1 Responsibilities of System Staff

The responsibilities of System staff will be for technical, programming, and communication aspects.

Technical Responsibilities

Technical support staff to coordinate technical services for events and provide technical support during video conferencing events will support video conferencing programs, events, and services.

2.1.1 Programming Responsibilities

LCLS staff will work to identify, sponsor, and schedule programs that will enhance and support continuing education and training initiatives by the system, members, and partners.

2.1.3 Communication Responsibilities

LCLS staff will promote awareness of CE and training programming to member libraries and partners.

2.2 Responsibilities of Member Libraries and System Partners

As the role of information providers evolves with new information technologies, LCLS members and partners need to be actively engaged in continuing education and training opportunities in all formats.

3. Scheduling

3.1 Programs

Priority and services will be given to programs that are scheduled at least one month in advance of the program date(s).

Programs will be scheduled with the LCLSnet site coordinator.

3.2 Meetings

Priority and services will be given to meetings that are scheduled at least one month in advance of the program date(s).

Meetings will be scheduled with the LCLSnet site coordinator.

4. Technical Assistance

The LCLSnet site coordinator will provide forms to program providers requesting information on the technical needs of the specific program. Forms will include a list of resources available at the LCLS.

If forms have not been completed, programs will be assumed to require the existing system resources.

LCLSnet site coordinator will pass informational forms on to the LCLSnet technical staff to work with program providers to coordinate specific technical needs.

LCLSnet technical staff will be onsite and available during video conferencing programs and satellite programs to assist with the program's technical needs.

LCLSnet technical staff will be onsite and available during video conferencing programs to operate and manage video conferencing equipment if needed.

LCLSnet technical staff will be available one hour before the program or by appointment for orientation of video conferencing equipment. It is recommended that presenters take advantage of this time to help ensure the successful presentation of their material.

LCLSnet technical staff will work with sites to set up “test calls” one to three days before scheduled programs.

Disclaimer: It is the responsibility of program providers to provide technical resources not currently available at LCLS for the success of the program. LCLS is not responsible for assuring that program providers are “experts” in any technology.

5. Programming

LCLS staff will work to identify and sponsor programs that will enhance and support continuing education and training initiatives by the system, its membership, and its partners.

LCLS, GateNet, and LCLSnet will work with program providers to identify target audiences, program content, and the appropriate technical issues required for programs.

Disclaimer: LCLS, GateNet, and/or LCLSnet may not share the same views expressed in any program or meeting and will not be held accountable for views and opinions expressed.

Disclaimer: Though LCLS, GateNet, and/or LCLSnet will provide technical assistance for video conferencing programming, they will not be held responsible for a presenter’s successful delivery and presentation of program or meeting content.

6. Communication

LCLS will adhere to the principles of its communications plan of service to successfully announce upcoming programs and meetings to system members and partners.

LCLS will seek to identify new partners in which programming resources could be shared to enhance system needs.

7. User Responsibilities and Rights

7.1 Privacy

Video conference participants have a basic right to privacy in the use of V.C. services. LCLS will not interfere with this right unless there is a reasonable and just cause (i.e. suspected violations of other users’ privacy).

7.2 Confidentiality

7.2.1 Authorized Use of Equipment and Accounts

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

7.2.2 User Responsibility for Data Security

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

7.2.3 Manipulating System Configurations

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

7.2.4 System Integrity

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

7.3 User Responsibility

Users should observe the following responsibilities:

1. Users should be aware of and observe all ethical and acceptable user policies and will be held responsible for any violations of these policies.
2. Participants should use the Video Conferencing and LCLS networked services in a manner that is consistent with their intended purposes.
3. Participants should not interfere with the work of others or interfere with others ability to gain access to Video Conferencing resources.

4. Participants should avoid disrupting the network host system or networked services.
5. Participants should respect the rights of other users and treat them as they wish to be treated.
6. Participants 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.

7.5 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 their 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 their use of GateNet or any LCLS online service, including but not limited to any loss of their data stored on GateNet.
3. The user understands and agrees that each time they access 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. Changes or modifications to this agreement will be communicated to members and partners following the principles outlined in the LCLS Communications Plan.

8. Use of LCLS Network Hardware and Services

LCLS, GateNet, and LCLSnet maintain that participants and users of their services have a right to privacy and confidentiality. LCLS is also responsible for ensuring the security of hardware and services and

reserves the right to monitor and regulate use to protect system integrity.

8.1 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.

8.2 Unauthorized Access to Equipment

Permission must be received before using any LCLS electronic equipment, including LCLS computers, modems, printers, GateNet or Internet servers, video conferencing equipment, 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.

8.3 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.

8.4 Violation of Copyright Law

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

8.5 Penalties for Misuse of Equipment or Information

8.5.1 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. 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.

8.5.2 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 network services.
2. System administrators and LCLS administration will confirm that repeated misuse has taken place.
3. LCLS and GateNet administrators will review the case to 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.

8.5.3 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. Suspensions of network 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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