

Subject: Computer Equipment and Technical Equipment in Libraries

Effective: October 2004

Revised: *May 2016*

1.0 PURPOSE

1.1 This policy covers:

- configuration of computer equipment and technical equipment
- use of personal communication devices in libraries by patrons;
- training;
- technical support;
- funding responsibilities;
- purchasing;
- replacement and disposal of computer equipment and technical equipment;
- system and network security;
- employee user account maintenance;
- employee requests for website access.

1.2 This policy does not cover the provision of Internet service and standards for the appropriate use of the Internet by patrons in public and public-school libraries. These standards are found in NBPLS Policy 1073 – Internet Access.

1.3 This policy does not cover the provision of assistive technologies (e.g. adaptive workstations) in libraries. These standards are found in NBPLS Policy 1077 – Assistive Technology.

1.4 For a summary of standards related to computer use by employees see Appendix E of this Policy.

2.0 APPLICATION

2.1 This policy applies to:

- All computer equipment and technical equipment located in public libraries, public-school libraries, regional offices, and the provincial office.
- Patrons, NBPLS employees and volunteers.

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3.0 DEFINITIONS

- 3.1 Computer equipment** refers to the hardware, software and/or peripherals (e.g. printers, monitors, scanners, etc.).
- 3.2 Configuration** refers to the choice and setup of hardware and software that is found on a given computer, peripheral or piece of technical equipment.
- 3.3 Technical equipment** refers to devices and systems that support or enhance library service to the public. Examples include: patron self-check-out circulation systems, patron counters and theft detection security systems, microfilm readers, etc.
- 3.4 Technical Support Analyst (TSA)** refers to NBPLS personnel who provide support for computer equipment, technical equipment that are located in libraries, regional offices and the provincial office.
- 3.5 Automated Library System** refers to the computer system used to manage library functions such as circulation, acquisitions, cataloguing and the online catalogue, etc.
- 3.6 Network and IT Support Manager** is responsible for the development and support of New Brunswick Public Library Service's information technology infrastructure. As part of these duties, the Network and IT Support Manager directly supervises the TSAs.
- 3.7 Employee in Charge** refers to an NBPLS employee who is a supervisor, manager, director or head of a service unit.
- 3.8 School designated computers** refers to all computers provided by the school, school district, K-12/M-12 sector and/or granted to the school through public or private sector funds for use by students and/or the general public in public-school libraries.
- 3.9 Public designated computers** refers to all computers provided by NBPLS and/or granted to NBPLS for public use through public or private sector funds. Public designated computers offer filter-free Internet access.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

5.0 GOALS / PRINCIPLES

- 5.1 New Brunswick Public Library Service (NBPLS) provides public access to computer equipment and technical equipment in libraries to facilitate life-long learning and to provide services and resources to help meet the information, educational, cultural and recreational needs of New Brunswickers.
- 5.2 NBPLS provides equitable access to computing services that are both secure and reliable for public and employee use.
- 5.3 NBPLS ensures that proper security measures are in place to protect the network and to maintain its efficient functioning.
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6.0 REQUIREMENTS / STANDARDS

6.1 CONFIGURATION

- 6.1.1 Public and school designated computers will be configured to provide services based on the patron's official language of choice (English or French). This includes providing patrons with a minimum of one multilingual keyboard on computers designated for public or student use.
- 6.1.2 Computers designated for employee use will be configured to provide services based on the employee's official language of choice (English or French). This includes providing employees with a multilingual keyboard on shared computers designated for employee use.
- 6.1.3 All computer equipment and technical equipment will provide a user interface in the official language of choice (English or French) when available from the manufacturer. Products that are targeted to one linguistic group may have an interface in one language.
- 6.1.4 All computers will be configured according to a set of designated functions and software applications as stipulated in Appendix A.
- 6.1.5 All computer equipment and technical equipment that will be connected to the Government of New Brunswick network will be approved for use prior to installation.

- 6.1.6 Any system-wide change to the standard configuration of computer equipment or technical equipment must be approved by the Provincial Librarian (Executive Director).
- 6.1.7 **All software is installed by the Technical Support Analyst (TSA). This includes any software obtained via the Internet.**
- 6.1.8 All computers that have Internet access will have the NBPLS website as the homepage except in libraries that have their own regularly maintained web site. In those cases, the library may use their website as their homepage, but must include a prominent link to the NBPLS website (<http://www.gnb.ca/publiclibraries>). Computers designated for employee use can have either the NBPLS website, NBPLS SharePoint site or the NBPLS online catalogue as the homepage.
- 6.1.9 All software will have valid licenses and documentation which shall be stored in a designated place. This includes software used on public and school designated computers. The Library Manager/Director is responsible for ensuring that all software has the proper licensing and has been purchased using the proper purchasing procedures. The TSA will assist the Library Manager/Director in the verification of software licenses and purchasing.

6.1 PATRON PERSONAL COMMUNICATION DEVICES

- 6.2.1 Patrons must adhere to the responsibilities for computer use/Internet access as stipulated in NBPLS Policy 1073 – Internet Access. This includes patrons who are using their own personal communication devices (e.g. laptops, notebooks, etc.).
- 6.2.2 Patron personal communication devices (e.g. laptops, notebooks, etc.) are permitted in libraries. However, computer equipment and technical equipment cannot be disconnected in order to provide an electrical supply or to provide an internet connection for a personal communication device. An unused electrical outlet or unused network jack can be used where there is one available in the library by asking library staff.
- 6.2.3 Printing services from a library-based printer will not be provided for users of personal communication devices.

6.3 TRAINING

- 6.3.1 New NBPLS employees will receive a general computer orientation session to introduce them to the computing environment. The employee in charge will arrange the session with the TSA, and group sessions will be arranged whenever possible.
- 6.3.2 Help with computer equipment or technical equipment will be available to staff from the TSAs, but will be subject to the priorities established in 6.4.3.
- 6.3.3 Requests for staff training are to be made to the employee in charge (training needs may also be identified by the employee in charge).
- 6.3.4 All staff training requests will be considered as part of the annual training plan for the employee, library, region and/or province as appropriate.
- 6.3.5 Requests for the assistance of TSAs on special staff training projects must be directed to the Regional Director or Provincial Librarian (Executive Director) and approved by the Regional Director or Provincial Librarian (Executive Director) and the Network and IT Support Manager.
- 6.3.6 Participation by TSAs in **public** training will primarily consist of training-the-trainer (i.e. library employees).
- 6.3.7 Requests for staff or public training that is outside the mandate and mission of New Brunswick public libraries will be directed to resources available in the provincial library collection, online training resources or to organizations that offer training.

6.4 TECHNICAL SUPPORT

- 6.4.1 All issues related to the function of computer equipment and technical equipment located in libraries, regional offices and the provincial office must be reported to the appropriate TSA as soon as they are identified.
- 6.4.2 Technical support is provided by the provincial team of TSAs, including technical support on public and school designated computers. In public-school libraries, technical support is done by the TSA in cooperation with the school district technical support personnel.

6.4.3 Requests for technical support will be prioritized according to the impact on the delivery of library service; other support (e.g. technical equipment) will be provided as time permits and based on best effort:

- **1st Priority:** technical problems relating to accessing core library functions (i.e. circulation services and the online catalogue), NBPLS electronic resources or carrying out administrative functions in a library, regional or provincial office.
- **2nd Priority:** technical problems relating to public access to the Internet.
- **3rd Priority:** technical problems relating to the function and/or use of computer and standard software applications (see Appendix A).

6.4.4 Issues related to the function and use of the automated library system must be reported to the employee in charge or the designated person at the regional office.

6.4.5 Technical support will be provided to staff for government issued personal communication devices (e.g. BlackBerry) only.

6.4.6 Patron requests related to the use and/or function of computer equipment and technical equipment located in libraries should be directed to library staff.

6.4.7 NBPLS employees will consult the TSA if they need to move computer equipment or technical equipment or if they need technical assistance in setting up equipment for special presentations.

6.5 FUNDING RESPONSIBILITY

6.5.1 Computer equipment and technical equipment required for the staff or public in **public libraries** must be provided by the municipal partner. Computer equipment will be part of the NBPLS computer ever-greening plan. For responsibilities relating to the provision of Internet services, see NBPLS Policy 1073 – Internet Access.

6.5.2 In order to meet the joint mandate of serving the school and the public population, **public-school libraries** must offer computer equipment, technical equipment for student and public use. The computer equipment and technical equipment must be provided by the school district, through

the school (for student and public use), and the municipality (for public use). Computer equipment will be part of the NBPLS computer ever-greening plan. For responsibilities relating to the provision of Internet services, see NBPLS Policy 1073 – Internet Access.

6.6 PURCHASING

6.6.1 In order to ensure product support and interconnectivity between systems offered throughout the NB public library system:

- All purchase requests for computer equipment at the local library level that are part of the standard configuration for computers (See Appendix A) must be submitted to the TSA and approved by the Regional Director and the Network and IT Support Manager.
- All purchase requests for computer equipment at the local level that are not part of the standard configuration for computers must be submitted to the TSA and approved by the Regional Director, Provincial Librarian (Executive Director) and the Network and IT Support Manager.
- All purchase requests for technical equipment must be submitted to the TSA and approved by the Regional Director, Provincial Librarian (Executive Director) and the Network and IT Support Manager.
- In the case of purchase requests for equipment that connects or interfaces with the automated library system, the equipment must be reviewed by the NBPLS Library Systems and Information Technology Unit prior to purchase approval, and, as necessary, a risk assessment may be performed prior to giving purchase approval.

6.6.2 Purchase requests for computer equipment and technical equipment for staff and the public in public and public-school libraries will be made as part of the municipal budget planning process and in consultation with the TSA.

6.6.3 Purchase requests for computer equipment and technical equipment for students in public-school libraries will be made as part of the school/district budget planning process and in consultation with the TSA.

6.6.4 Purchase requests for computer equipment and technical equipment at the **regional and provincial offices** will be made as part of the normal

budget process and in consultation with the TSA and the Network and IT Support Manager.

- 6.6.5** Computer equipment will be refreshed according to the guidelines in Appendix B and the NBPLS computer ever-greening plan.

6.7 DISPOSAL OF COMPUTER EQUIPMENT AND TECHNICAL EQUIPMENT

- 6.7.1** Disposal of computer equipment and technical equipment owned by the municipality must be done in consultation with the TSA and the municipality.

- 6.7.2** Disposal of computer equipment and technical equipment owned by NBPLS must be done in consultation with the TSA and in accordance with Provincial policy - Disposal of Real Property ([AD-6204](#)).

- 6.7.3** Disposal of computer equipment and technical equipment owned by the school or school district must be done in consultation with the TSA and the school/school district.

6.8 SYSTEM AND NETWORK SECURITY

- 6.8.1** NBPLS employees will take reasonable precautions to prevent unauthorized access to e-mail, network or Internet services on administrative and employee computers (see Appendix A). This includes keeping passwords confidential, locking terminals when leaving computers unattended, changing passwords and adhering to other computer related provincial standards and policies.

- 6.8.2** Portable devices (e.g. MP3 players, iPods, e-book readers, etc.) that have been connected to a public network cannot be connected to computers on the government network.

6.9 EMPLOYEE USER ACCOUNTS, LISTS AND DIRECTORIES

- 6.9.1** The procedures outlined in Appendix D will be followed in the setup and maintenance of user accounts, lists and directories.

- 6.9.2** In accordance with the Provincial E-mail Policy ([AD-7109](#)), the use of e-mail by government employees or individuals working on behalf of the New Brunswick Government must comply with all federal and provincial laws, statutes and regulations, and respect the legal protection provided by copyright and license agreements.

6.9.3 Government of New Brunswick e-mail and electronic files pertaining to government business must be retained in accordance with the Provincial Records Management Policy ([AD-1508](#)).

6.9.4 NBPLS employees must be aware that all documents, which is defined as any record of information, however recorded or stored, whether in printed form, on film, by electronic means or otherwise may be subject to release under the [Right to Information and Protection of Privacy Act](#).

6.10 EMPLOYEE REQUESTS FOR WEBSITE ACCESS

6.10.1 The procedures outlined in Appendix C will be followed by library staff when requesting access to a website that is restricted by the Government of New Brunswick for employees.

6.10.2 In accordance with departmental policy, all requests for access to a website that is restricted by the Government of New Brunswick for employees must be sent to the Director of Information Technology by the Network and IT Support Manager for approval.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

9.0 REFERENCES

9.1 Related Provincial Legislation, Policies and Guidelines

Administration Manual System Policy (AD-6204) - Disposal of Real Property. (<http://intranet.gnb.ca/intellinet/adminman/>).

Administration Manual System Policy (AD-7109) - E-mail Policy. (<http://intranet.gnb.ca/intellinet/adminman/>).

Administration Manual System Policy (AD-7107) - Government Information Technology Systems Security Policy. (<http://intranet.gnb.ca/intellinet/adminman/>).

Administration Manual Systems Policy (AD-1508) - Records Management
(<http://intranet.gnb.ca/intellinet/adminman/>).

New Brunswick Public Libraries Act. (<http://laws.gnb.ca/en/browse/title>).

Password Standard for User Accounts.
(<http://intranet.gnb.ca/cims/sec1/userAccountPasswordStandard.asp>).

Right to Information and Protection of Privacy Act.
(<http://laws.gnb.ca/en/browse/title>).

9.2 Related NBPLS Policies

Policy 1073 - Internet Access.

Policy 1077 - Assistive Technology

9.3 Resources for Records Management

Provincial Archives Guidelines for Electronic Record Keeping.
(<http://archives.gnb.ca/>).

Provincial Archives E-mail Guidelines. (<http://archives.gnb.ca/>).

9.4 Related Department of Education and Early Childhood Development Policies

Policy 311 - Information and Communication Technologies Use
(<http://www.gnb.ca/0000/policies.asp>)

Policy 402 - Disposal of Surplus Furnishings and Equipment
(<http://www.gnb.ca/0000/policies.asp>)

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

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