

June 14, 2023  
ST. LAWRENCE COUNTY WORKFORCE DEVELOPMENT BOARD  
Resolution No. 23-F14-XX

**MODIFYING THE ELECTRONIC MEDIA COMMUNICATION &  
INTERNET USE POLICY**

**WHEREAS**, NYS Department of Labor requires Local Workforce Development Boards to have safety measures in place and develop clear guidance for all customers regarding acceptable behavior and use of office resources, and

**WHEREAS**, Technical Advisory #23-02 contains guidance and procedures on developing these guidelines, and

**WHEREAS**, the current policy did not include all the recommended information, and

**WHEREAS**, to ensure compliance with the provisions of the NYS Department of Labor, and

**NOW, THEREFORE, BE IT RESOLVED** that the St. Lawrence County Workforce Development Board does hereby approve the modifications to the Electronic Media Communication & Internet Use Policy.

# St. Lawrence County One-Stop Career Center

## Electronic Media Communication and Internet Policy

All electronic communication systems and all communications/information transmitted by, received from, or stored in these systems are the property of St. Lawrence County (SLC) One-Stop Career Center. Use of facsimiles, printers, computers and copy machines are solely for job-related or job-searching activities. Use for private purposes is strictly prohibited.

**SLC One-Stop Career Center owns and retains the right to examine any information on any equipment at any time used by a customer.**

### Condition of Use

All customers are expected to abide by the generally accepted rules of network etiquette. These include but are not limited to, the following:

- Be polite. Do not get abusive in your messages to others.
- Use appropriate language. Do not swear, use vulgarities, or any other inappropriate language. Do not engage in activities that are prohibited under state or federal law.
- Do not use the network in such a way that you would disrupt the use of the network by other users.
- Agree to comply with these acceptable guidelines presented in this document, and other documents for outside network or services that may access through St. Lawrence County computer system. Customers will be required to sign the Customer Code of Conduct and Resource Room Internet and Computer Use Policy forms before utilizing the Resource Room.

### Users shall not:

- Use the Internet for any illegal purpose.
- Use the Internet to conduct personal business such as EBAY or other marketing venues.
- Access, download, upload, save or send sexually explicit or other offensive materials, using vulgar, sexist, racist, threatening, or demeaning language.

### Privilege

The use of the computer resources at the One-Stop Career Center is a privilege, not a right. Inappropriate use, including any violation of aforementioned conditions and rules, may result in cancellation of the privileges.

St. Lawrence County One-Stop Career Center management and/or NYS Department of Labor has the authority to determine appropriate use and may deny, evoke, suspend or close any customer's access at any time based upon its determination of inappropriate use by that customer.

**BY USING ANY SLC ONE-STOP CAREER CENTER COMPUTER SYSTEM, USERS AGREE THAT THEY WILL COMPLY WITH THESE POLICIES.**

## Customer Code of Conduct

As a customer of the Career Center System, I agree to work within the following rules:

- 1 I will conduct myself in a manner that is professional, courteous, and respectful;
- 2 I will work in a manner that is productive to my finding employment, training, or educational opportunities;
- 3 I will dress in an appropriate manner suitable for most work environments;
- 4 I will notify Career Center staff when I am offered or accept employment;
- 5 I will follow the Resource Room Internet and Computer Use Policy;
- 6 I will not use equipment (phone, fax, copier, computers, software programs, etc.) for personal use;
- 7 I will notify Career Center staff when equipment fails to function;
- 8 I will not bring food or drink into the Resource Room;
- 9 I will seek out clarity and thorough understanding of what is expected of me when at the Career Center location;
- 10 I will seek out the appropriate staff for resolution to any problems or disagreements;
- 11 I will not engage in physical or verbal confrontation with staff, or other customers;
- 12 I will use appropriate work place language and refrain from yelling and using profanity;
- 13 I will, when told, cease all inappropriate behavior;
- 14 I will notify Career Center staff when others are acting inappropriately; and
- 15 I understand that failure to abide by this Code of Conduct may result in a loss of privileges or bar me from participation at Career Center locations.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

OSOS ID: \_\_\_\_\_ Date: \_\_\_\_\_

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## **Resource Room Internet and Computer Use Policy**

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Welcome to the Resource Room. Our goal is to make the use of these computers easy and accessible for customers. We ask that you be considerate of others by using the computers only for activities directly related to your employment search or other uses approved by staff. Please complete your work as quickly as possible if others are waiting. If you need help using the computer, please ask. We are here to help.

### **Appropriate computer usage includes:**

- Program registration;
- Accessing job-related resources;
- Researching companies;
- Résumé and cover letter writing;
- Job search, searching job databases; and
- Researching career and educational options.

### **Inappropriate computer usage includes:**

- Changing or adding settings, formats, bookmarks or favorites;
- Downloading software without explicit authorization of Resource Room staff;
- Receipt, storage, transmission, or viewing of offensive, racist, sexist, obscene, or pornographic information or materials;
- Infringing copyrights or violating software licensing agreements;
- Wagering, betting, selling, or other commercial activities;
- Invading the privacy of others;
- Conducting personal business or research unrelated to program eligibility, job search, or career exploration; and
- Hacking of computers or computerized systems.

### **E-Mail Use in the Resource Area**

Job searching for many job seekers and businesses routinely requires the use of e-mail. There are several free e-mail sites available for use. You are encouraged to use business-related sites such as: [www.outlook.com](http://www.outlook.com), [www.yahoo.com](http://www.yahoo.com), [www.hotmail.com](http://www.hotmail.com), [www.gmail.com](http://www.gmail.com), etc. E-mail use in the Resource Area can only be used for employment-related activities. For example:

- Transferring résumés;
- Retrieving applications from businesses;
- Seeking additional information regarding employment;

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- Clarifying questions from potential employees and businesses; and
- Notification to the job seeker of job openings

In addition, this System office has put the following rules in place to prevent transmission of viruses from disks and/or flash drives, and we ask that you follow these additional policies:

- Staff has the right to monitor appropriate use of resources and equipment in the Resource Room.
- Misuse of the computer, printer, or any site equipment may result in the loss of privileges or criminal charges.
- The Career Center System office assumes no responsibility for any damage, direct or indirect, that users or anyone else may experience through access to the Internet.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

OSOS ID: \_\_\_\_\_ Date: \_\_\_\_\_

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## *St. Lawrence County One-Stop Career Center*

Human Services Center  
80 State Highway 310 Suite 8, Canton, New York 13617-1498  
Phone: (315) 386-3276 Fax: (315) 386-3414  
www.slconestop.com  
Equal Opportunity Program

### **Customer Expectations**

1. When utilizing services, please ensure respect (both verbal and written) towards other customers utilizing our services, as well as staff.
2. Inappropriateness of customers through signs of aggravation, anger or yelling toward staff and/or other customers will not be tolerated.
3. Be respectful of all materials provided.
4. Be respectful of all equipment. Equipment is for job-related purposes only.
5. If you must use your cell phone, please take/make your call from the waiting room, or in an area away from other customers/staff.
6. Anyone in violation of the computer guidelines will be asked to terminate their computer use. Computer usage is a privilege. If you have any questions regarding this policy or the computers, please see the Resource Room Specialist.
7. If you are in violation of any of the above Customer Expectations, you may be asked to modify your behavior or if abuse is founded, you will be asked to leave or be suspended from further use of our Resource Room at the One Stop Career Center.

Thank you for your cooperation

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The St. Lawrence County One-Stop Career System is a Partnership of:  
NYS Dept. of Labor - Division of Employment Services \* St. Lawrence-Lewis BOCES \* St. Lawrence County Department of Social Services  
St. Lawrence County Youth Bureau \* St. Lawrence County Veterans' Service Department \* ACCES-VR \* SUNY Canton

St. Lawrence County One-Stop Career System is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities.



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Equal Opportunity Program

### Computer Use Rules

1. Computers can be used for **Job Search activities only**. (eg. Resumes, Job Search sites, etc...)
2. There is a **30 minute time limit** on computers when other customers are waiting. Customers may be asked to sign in for computer use.
3. All **disks/flash drives must be scanned** for viruses before they can be used in the computers.
4. **Printing is limited** to job search items.
5. **Save files to disk/flash drives only**. Do not save to computer hard drive or desk top. Information saved to the hard drive will be deleted.

*Anyone in violation of the computer guidelines will be asked to terminate their computer use. Computer usage is a privilege. If you have questions regarding this policy or the computers, please see the Resource Room Specialist.*

Thank you for your cooperation.

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