

NWKLS Remote Access Policy

Remote access software allows NWKLS staff to efficiently resolve computer and software issues and update software by remotely connecting to computers located in member libraries.

Remote access is limited to member library support, education, problem resolution, and software updates. The software is available on library owned and managed computers. Remote assistance is not offered on personally owned computers.

A remote session may be initiated by the member librarian or by NWKLS staff with permission from the librarian. By participating in a remote access session with NWKLS staff, the library agrees to let NWKLS take or share control of the mouse and keyboard and to view the desktop and access all applicable programs and applications.

NWKLS staff may initiate a remote session without notifying the library in emergency situations.

NWKLS staff will only view the areas of a computer related to the problem or updates. NWKLS staff does not collect personal data or information during remote access sessions. The contents of library computer will remain confidential. NWKLS staff will take reasonable precautions to avoid deletion or damage to the data and software on the computer. NWKLS staff will not access or copy user created data without the consent of the user. Once the support or update session has ended the remote access will be terminated.

By signing this document the library gives the Northwest Kansas Library System permission to remotely access the library's computers as described.

Library Name: _____

Library Director: _____

Date: _____

NWKLS Director: _____

Date: _____