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Effective December 12, 2005
Section 1 Introduction

The purpose of this manual is to state specifically for members of the department standards of conduct such as will serve to amplify the Mission Statement and, in addition, will provide an exemplification of its principles, i.e. the philosophical principle that every member of the department is expected to provide every citizen with the best possible service at all times.

The following policies and rules have the full force and effect of a direct order from the Chief of Police and--except for those which pertain exclusively to duties and responsibilities of sworn personnel--apply to civilian members of the department no less than to those who are sworn.

This employee manual in no way constitutes an employment contract. Furthermore, it does not replace the Civil Service Rules, the Evanston Employee Personnel Rules, or any labor agreements. Rather, this document is to be used in conjunction with the previously mentioned documents.

Each member will sign a receipt acknowledgment form for this manual, which will be kept on file by the department.

Frank Kaminski
Chief of Police

August 1, 1997
Section 2 Mission and Values Statement

The mission of the Evanston Police Department is to ensure the safety and security of all people. In performing this mission, members of the department are mindful that the Constitution guarantees liberty, equality and justice. These principles embodied in the Constitution are the foundation of policing.

The department is committed to a Partnership with the Evanston community, serving it professionally and lawfully. All members of the department strive to enhance this Partnership with the community and to solve problems as part of his or her daily tasks, recognizing that maintenance of the highest standards of ethics and integrity is imperative for the continued improvement of local policing in Evanston.

The Evanston Police Department subscribes to the Law Enforcement Code of Ethics, the City of Evanston Code of Ethics and to the nationally accepted Standards of Professionalism established by the Commission on Accreditation for Law Enforcement Agencies. It is committed to fostering values that serve a diverse population and its needs.

In addition to its focus on the Partnership, the department esteems the following values for its members:

- Integrity
- Courtesy
- Professionalism in upholding the law
- An organizational climate of trust and respect
- Respect for tradition while encouraging an atmosphere that allows for innovation and change.
Section 3  Commitment to Excellence

The Evanston Police Department is committed to excellence in leadership, resource management, and service delivery.

To assist in the achievement of these aspirations, the department initiated participation in the accreditation process administered by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

The Commission maintains a set of standards that guide law enforcement agencies in all of their major functional areas. Accreditation standards give the chief executive officer a management system of written directives, training, clearly defined lines of authority, and routine reports that support decision making and resource allocation. The standards require written directives and training to inform employees about policies and practices; facilities and equipment to ensure employees' safety; and processes to safeguard employees' rights. The goals of the standards are to help law enforcement agencies to: (1) strengthen crime prevention and control capabilities; (2) formalize essential management procedures; (3) establish fair and nondiscriminatory personnel practices; (4) improve service delivery; (5) solidify interagency cooperation and coordination; and (6) boost citizen and staff confidence in the agency.

The Evanston Police Department was an early supporter of the national accreditation program for law enforcement agencies. After helping review early drafts of the standards in the early 1980s for the newly established Commission, the department began preparing to qualify for accreditation in 1985. Initial accreditation was achieved in 1989; an achievement matched by only 116 other law enforcement agencies at that time.

The successful achievement of excellence and professionalism requires each employee to perform at professional levels of competence in their daily tasks, to create an organizational climate of excellence and professionalism, and to expect and encourage the same from fellow employees. Each member is responsible for maintaining compliance, in both the letter and the spirit, to CALEA standards and for contributing to the achievement of accreditation goals.
Section 4  Partnership Policing: The Policing Style of the Evanston Police Department

The Evanston Police Department accomplishes its law enforcement mission through a balance of traditional and new policing methods. The fundamental view that shapes the Evanston Police Department's style of policing is that a community's crime and disorder problems are most successfully addressed by police working in a PARTNERSHIP with the community. By working cooperatively with all segments of the community to address specific crime issues endemic to Evanston, the police officers and civilian staff form a working relationship with the people and organizations they serve.

The specific programs, procedures, and services of the Evanston Police Department that support this relationship have evolved over a long history of efforts by Evanston police to find ways to reach out to and work with all members of the community. The particular nature and character of Evanston's community, in return, have shaped the types of policies and services adopted by the police department. What evolved is more than a program: It is a way of policing with the community, a PARTNERSHIP—one that is uniquely Evanston.

The goal of the PARTNERSHIP is to reduce and prevent the recurrence of criminal and disorderly incidents in Evanston by targeting the underlying conditions and repeat offenders that are most responsible for the chronic repetition of criminal and disorderly acts. The primary tool for achieving this goal is the process of problem solving.

Problem solving is an in-depth, analytical method of crime control that is designed to have a greater impact on crime and disorder than preventive patrol and law enforcement. At every opportunity, members throughout the department apply the problem-solving process to their daily tasks. Involving the community at each step, members solve problems by

- identifying neighborhood crime, disorder and fear problems;
- understanding of the conditions that give rise to identified problems;
- developing and implementing long-term solutions tailored to these problems; and
- determining the solutions' impact on the problems.

Applying problem-solving methods and involving the community in each step of the problem-solving process are the key components of the PARTNERSHIP and are the responsibility of each member of the department.
The Evanston Police Department is fully committed to continuously moving forward with the **Evanston Police/Community PARTNERSHIP**. We will do so by:

- Earning community trust and cooperation through high standards of ethics, integrity, professionalism, accountability, courtesy and service;
- Assuming a leadership role in promoting the **PARTNERSHIP** and community problem solving;
- Encouraging community participation by reaching out to all parts of the community and working openly and cooperatively to solve neighborhood and communitywide problems; and
- Balancing successful traditional policing methods and practices with creative innovation and problem solving.

The following personal values and attitudes are recognized as critical to the success of our **PARTNERSHIP** against crime:

- A sense of personal responsibility for an area and its people.
- Belief in the importance of improving conditions within an area related to crime and disorder.
- Commitment to using in-depth problem solving as a primary tool for reducing and preventing crime and disorder.
- Respect for and appreciation of a culturally and ethically diverse population
- Commitment to understanding and serving the needs and concerns of citizens.
- Belief that the concerns of neighborhood residents and businesses matter.
- Belief that citizen’s posses information necessary for police to do their jobs well.
- Commitment to educating, empowering and mobilizing citizens to play a major role in solving community problems.
- Belief in establishing a working **PARTNERSHIP** with citizens to solve community problems.
- Belief in working with other government or community agencies to solve problems.
- Willingness to make "extra efforts," to go above and beyond what is normally expected.

**Supporting the PARTNERSHIP and solving community problems are department wide responsibilities among all employees in each unit.**
## SARA Model for Problem-Solving Model

<table>
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<th>Step</th>
<th>Description</th>
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<tr>
<td>Assemble</td>
<td>Reach out and gather interested parties together</td>
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<tr>
<td>Identify and Prioritize</td>
<td>List crime and disorder problems</td>
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<td></td>
<td>Rank crime and disorder problems in order of seriousness, ability to solve, time needed to solve, will to solve, etc.</td>
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<tr>
<td>Analyze</td>
<td>Research and understand conditions that cause or allow problems to occur</td>
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<tr>
<td>Strategize and Implement</td>
<td>Brainstorm possible interventions and consider feasibility of both long-term and short-term action plans</td>
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<tr>
<td></td>
<td>Re-allocate responsibility for putting plans into action and monitor implementation in the field</td>
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<tr>
<td>Evaluate</td>
<td>Assess implementation of the interventions and the partnership</td>
</tr>
<tr>
<td>Celebrate and Next Steps</td>
<td>Acknowledge the accomplishments of the Partnership</td>
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<tr>
<td></td>
<td>Revise strategies and long-term and short-term action plans as necessary</td>
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Crime Analysis Triangle

Victim
Suspect
Location

What is a Problem?
A group of related crime, disorder, or public safety incidents
Something that affects a number of people in the community and that a number of people have agreed to work on.
Something that is unlikely to disappear on its own without intervention or resources
Something not only or primarily caused by deeply rooted causes such as poverty, unemployment, homelessness

What is a Solution?
Elimination of the problem
Reduction of the harm caused by the problem
Reduction of the frequency of the problem
Strengthening of community partnerships
Section 5  Law Enforcement Code of Ethics

Members of the Evanston Police Department adhere to the standard of conduct put forward by the Law Enforcement Code of Ethics:

As a law enforcement officer, my fundamental duty is to serve mankind, to safeguard lives and property, to protect the innocent against deception, the weak against oppression or intimidation, and the peaceful against violence or disorder; and to respect the constitutional rights of all men to liberty, equality and justice.

I will keep my private life unsullied as an example to all; maintain courageous calm in the face of danger, scorn, or ridicule; develop self-restraint; and be constantly mindful of the welfare of others. Honest in thought and deed in both my personal and official life, I will be exemplary in obeying the laws of the land and the regulations of my department. Whatever I see or hear of a confidential nature, or that is confided to me in my official capacity, will be kept ever secret unless revelation is necessary in the performance of my duty. I will never act officiously or permit personal feelings, prejudices, animosities, or friendships to influence my decisions. With no compromise for crime and with relentless prosecution of criminals, I will enforce the law courteously and appropriately without fear or favor, malice or ill will, never employing unnecessary force or violence, and never accepting gratuities. I recognize the badge of my office as a symbol of public faith, and I accept it as a public trust to be held so long as I am true to the ethics of the police service. I will constantly strive to achieve these objectives and ideals, dedicating myself before God to my chosen profession.....law enforcement.
Section 6  City of Evanston Code of Ethics

CITY OF EVANSTON
CODE OF ETHICS
RULES FOR CITY EMPLOYEES
FEBRUARY 2005

In January 2005, the City Council adopted a revised Code of Ethics regulating the political activities of, and the solicitation and acceptance of gifts by, officers and employees of the City of Evanston, as required by the State Officials and Employees Ethics Act (5 ILCS 430/1-1 et seq.). In accordance with that ordinance (54-O-04 amending Title 1, Chapter 10 of the City Code), below are the rules applicable to all City employees. These rules become effective March 31, 2005. Employees who are found in violation of these rules may be disciplined in accordance with the existing procedures in union contracts and/or the Civil Service and Personnel Rules as applicable. Training for all employees will be given prior to the rules becoming effective, and copies of the rules distributed to all employees. New employees will be given a copy of these rules as part of their hiring process. All employees will be held accountable for compliance with these rules. Questions should be directed to department directors, or the Law Department.

It is the policy of the City of Evanston that in all cases employees perform their duties for the benefit of the citizens of the City. They shall conduct their duties and themselves with integrity and impartiality, without allowing prejudice, favoritism or the opportunity for personal gain to influence their decisions or actions or to interfere with serving the public interest. Continuing observance of this policy is essential to maintaining the public trust necessary for good government.

All City employees are covered by this Code of Ethics and the City Code (Title 1, Chapter 10 as amended by ordinance 54—04). These Rules affecting City employees, where more stringent than the City Code, will prevail in the event of any conflict between these employee rules and the City Code.

Nothing herein shall preclude a department head from issuing departmental-specific rules, as long as they are not less stringent than this policy or the ordinance. Any such departmental rules shall be explained and distributed to each employee. Departmental rules, where more stringent than either the general rules contained herein or the City Code, will prevail in the event of any conflict between departmental rules, these general rules and departmental rules.
Standards of Conduct:

Each employee of the City shall be subject to and follow the following standards of conduct:

1. Impartiality: Each employee shall perform his duties with impartiality and without prejudice or bias for the benefit of all citizens of the City. No employee shall grant or make available to any citizen any consideration, treatment, advantage or favor beyond that which is available to every other citizen.

2. Use of Public Property: No employee shall use, permit or request the unauthorized use of City-owned vehicles, equipment, materials or property for personal convenience or profit, or for the personal convenience of others.

3. Conflict of Interest: No employee shall engage in any business or transaction or shall have a financial or other personal interest, direct or indirect, which is incompatible with the proper discharge of his official duties in the public interest or which may tend to impair his independence of judgment or action in the performance of his official duties. Personal interest includes an interest arising from blood or marriage relationships or close business or other association. Examples of prohibited conflict of interest include but are not limited to:

   a) Disclosure of Confidential Information: No employee shall, without proper legal authorization, disclose confidential information concerning people requesting or receiving services, employees, applicants or clients, property, government of affairs of the City. No employee shall use such information to advance the financial or other private interests of himself or others.

   b) Abuse of Power of Office: No employee shall use the prestige or power of his office or employment for his private gain or for the private gain of another.

   c) Representing Private Interest Before City Bodies or Courts: No employee shall appear on behalf of private interests before any body of the City in a manner calculated to leave the impression that he is speaking for the City of Evanston, or acting on behalf of the City when not authorized to do so. Any person so appearing shall indicate affirmatively that he is speaking in an individual capacity or as a representative of an organization or group other than the City. No employee shall represent private interests in any action or proceeding against the interests of the City in any litigation, administrative proceeding, or other type of adjudicative proceeding to which the City is a party. An employee may appear on behalf of himself, spouse or minor children before any City body. An employee may also represent other employees in personnel matters as provided in collective bargaining agreements, the personnel rules and Civil Service Rules.

   d) Preacquisition of Interest: No employee shall acquire an interest in or be affected by any contract or transaction at a time when the employee believes or
has reason to believe that the contract or transaction will directly or indirectly be affected by an official act or action of the City.

e) **Incompatible Employment**: No employee shall engage in or accept private employment or render services for private interests when such employment or service creates a conflict with or impairs the proper discharge of his official duties.

**Prohibited Political Activity**

No employee may engage in political activity during working hours, while on City premises, attending any City-connected function or use their official City office or title while engaging in political activities after working hours.

“Political Activity” is defined as: any activity in support of or in connection with any campaign for elective office or any political organization. Examples of prohibited political activity include preparing for, organizing or participating in political meetings, or rallies; soliciting contributions for political events; soliciting votes on behalf of a candidate for elective office, referendum questions or efforts to get voters to the polls; involvement in petitions on behalf of a candidate for elective office or referendum; distributing campaign literature, signs or other material.

Employees are specifically prohibited from wearing political buttons, t-shirts, hats or similar clothing items during working hours, on City premises, attending any City-connected function or while using their official City office or title.

Employees are specifically prohibited from having cartop signs or any political sign larger than a normal bumper sticker on personal vehicles parked in City employee parking lots.

City bulletin boards, including those provided by the City for union business as specified in union contracts, shall not contain any political statements regarding candidates for elected public office at the federal, state or local level.

These rules do not prohibit an employee’s right to hold membership in and support a political party, to vote as he chooses, to express an opinion on political subjects and candidates, to maintain neutrality, and to attend political meetings, as long as such activities do not conflict with the above prohibitions.

**Prohibited Solicitation and Acceptance of Gifts**

Employees are prohibited from soliciting or receiving any gift, gratuity, discount, entertainment, hospitality, loan, forbearance or other tangible or intangible item having monetary value including but not limited to, cash, food and drink, and honoraria for speaking engagements related to or attributable to City employment or the official position of an employee, except as provided below.

The prohibition, as required by State statute, extends not only to all City employees, but their spouse and/or immediate family living with the employee.
The City has determined that the following are exceptions to the prohibitions:

1) Opportunities, benefits and services that are available on the same conditions as for the general public.

2) Anything for which the employee or his spouse or immediate family member living with the employee promptly pays the market value or makes a prompt donation in the equivalent amount to a tax-exempt charity.

3) Small items such as candy, flowers and similar items that can be shared by City workers while at work; calendars, pens and the like with a value of less than $5 may be kept, on the premise that such tokens are sent to all customers.

4) Food or refreshments not exceeding $25 per person in value on a single calendar day provided that the food or refreshments are served in the context of performing work.

Disclosure of Financial Interest

No employee shall have any financial interest in any business or transaction with any board, commission, committee or public body of the City unless the employee discloses the nature and extent of such interest and refrains from participating in any decision regarding the business of transaction.

Senior management staff employees (as defined by positions in the exempt pay plan) shall submit annually the signed and notarized financial disclosure and affiliation statement required by the City Code.

Administration of Ethics Code for City Employees

If an employee of the City wishes to have advice on the applicability of any provision of the Ethics Code to a particular situation, or an interpretation of terms used in the code, he should consult with a department head and/or the Law Department. The question and answer should be in writing, unless impracticable.

A charge of violating the Ethics Code will be investigated and dealt with as any other rule violation by an employee, and existing disciplinary procedures followed.

An employee wishing to file a complaint of ethical misconduct against an employee may make such complaint to the Law Department in writing. The Law Department will investigate such complaints in accordance with existing procedures for notice to the affected employee, and other related or required investigatory notices. Results of such investigation will be submitted within 30 days to the City Manager; if there is a finding of misconduct, the affected employee’s supervisor will proceed with the normal disciplinary processes.

Consequences of Violations

Employees who are found to have violated the Code of Ethics will be disciplined in accordance with existing and applicable disciplinary rules and procedures in effect at the time of violation. Infractions of the Code may result in discipline up to and including discharge.
Section 7  Law Enforcement Oath of Honor

On my honor,

I will never betray my badge,

my integrity, my character, or the public trust.

I will always have

the courage to hold myself

and others accountable for our actions.

I will always uphold the constitution and community I serve.

Honor means that one’s word is given as a guarantee.

Betray is defined as breaking faith with the public trust.

Badge is the symbol of your office.

Integrity is being the same person in both private and public life.

Character means the qualities that distinguish an individual.

Public trust is a charge of duty imposed in faith toward those you serve.

Courage is having the strength to withstand unethical pressure, fear, or danger.

Accountability means that you are answerable and responsible to your oath of office.

Community is the jurisdiction and citizens served.
Section 8 Prohibited Conduct

The following rules of conduct expressly prohibit the acts set forth, to include:

Rule 1 Violation of any federal, state, or local law or ordinance, or of any rule, regulation, standard operating procedure, policy, directive, training or order of the department, either written or oral. In the event of improper action, breach of discipline, or violation of law, it will be presumed that the employee was familiar with the law, rule, regulations, policy, training or order in question.

Rule 2 Any action or conduct, on or off duty, which impedes the department’s efforts to achieve its goals, mission or values, or which degrades or brings disrespect upon any member or the department as a whole; or any action that impedes the operation or efficiency of the department and its members.

Rule 3 Failure to exercise the responsibility or authority of the position to which a member is assigned in accordance with job specifications or work rules of that assignment.

Rule 4 Failure to perform a duty

Rule 5 Failure to render a police service during an emergency situation.

Rule 6 Incompetency or inefficiency in the performance of a duty or task.

Rule 7 Engaging in any activity or personal business which could cause any member to neglect or be inattentive to duty.

Rule 8 Leaving a duty assignment or designated patrol area without being properly relieved or without proper authorization.

Rule 9 Reporting for a tour of duty, including all duty assignments:
   a. Failure to report for any duty at the time or place required by assignment or orders.
   b. Failure to be neatly or properly groomed for duty.
   c. Failure to be properly equipped for duty.
   d. Failure to be cognizant of information required for the performance of duty.
Rule 10  Beginning and terminating tours of duty:

a. Failure to report to the member’s supervisor, or the ranking supervisor on duty, as appropriate, at the beginning of tour of duty.

b. Failure to report to the member’s supervisor, or to the ranking supervisor on duty, as appropriate, prior to terminating a tour of duty.

Rule 11  Failure to keep a department vehicle in public view while working, except when authorized by a supervisory member for the performance of police duty.

Rule 12  Any conduct or action taken, or attempted, to use the official position as a member of the department for personal gain or influence including soliciting or accepting a gratuity, gift, present, reward or any other thing of value, for any service rendered or sought to be rendered as a department member, or as a condition for not performing duties; and giving to, or receiving from, any other member any gift, present, gratuity, or other thing of value, in exchange for preferential consideration. Gifts from a member’s relatives or friends upon appropriate occasions are permissible, provided they are not in exchange for preferential consideration or do not otherwise create an implication of impropriety.

Rule 13  Recommending the hiring or patronage of any specific professional or commercial service for hire, other than approved city agents or resources, in connection with the execution of official duties.

Rule 14  Seeking or soliciting while on or off duty, or otherwise under the guise of one’s official capacity, contributions, or any other thing of value of any kind from anyone, by any means, for any purpose under any circumstance, including collections for charitable purposes by any member or his/her agent, or by any group of members or their agents, except as specifically authorized or sanctioned by the chief of police.

Rule 15  Making inappropriate statements or promises regarding bonds to any person in custody.

Rule 16  Giving an opinion as to fine or penalty.
Rule 17  Failure to promptly or respectfully obey the orders of supervisory members, or other members acting in a supervisory capacity.

Rule 18  Disrespectful behavior, willful maltreatment or abusive language towards any person, whether a citizen or a member of the department.

Rule 19  Engaging in any unjustified physical altercation with any person or member.

Rule 20  Failure to provide prompt, correct, or courteous service.

Rule 21  Failure to conduct official business through channels, as indicated in the current organizational structure. Rank will not be disregarded in conducting official business, except where authorized by the chief of police, by law, or by any current labor agreement.

Rule 22  Failure to maintain a professional bearing or an alert attitude and appearance, and/or failure to wear the prescribed uniform and designated headgear in the prescribed manner. Failure to keep on-duty clothing and/or equipment clean and in good repair. Failure to have hair, mustache, or sideburns clean and neatly cut, as prescribed.

Rule 23  Wearing any unauthorized insignia or items on the police uniform and/or on one’s person.

Rule 24  Smoking, or chewing tobacco/gum, while specifically dealing with, or engaged in, any activity with the public.

Rule 25  Failure to adequately secure, maintain, or care for department property, including property issued to a member, or knowingly using the department’s equipment or property in an improper or unauthorized manner.

Rule 26  Failure to promptly report lost, damaged, or defective equipment/property belonging to the department.

Rule 27  Failure to operate a city vehicle in a careful or prudent manner.

Rule 28  Permitting any person not on official police business to sit or ride in a department vehicle, except for official ride-alongs and humanitarian rides (e.g. elderly, sub-zero weather), unless authorized by the Chief.

Rule 29  Using any department equipment or property for personal use or in any improper manner, unless authorized by the chief of police.

Rule 30  Failure to promptly inventory or process recovered property or evidence.
Rule 31  Failure to promptly answer a radio or computer communication.

Rule 32  Failure to report back into service immediately upon the completion of an assignment.

Rule 33  Failure to adhere to professional or proper radio or computer communication procedures.

Rule 34  Failure to sign off properly when exiting the squad car or failure to keep the Communications Center advised of call status or activities.

Rule 35  Taking excessive time for meals, breaks, or for personal reasons.

Rule 36  Failure to promptly report any anticipated absence from duty.

Rule 37  Being absent from duty without proper authorization.

Rule 38  Failure to report to a member’s supervisor or the Office of Professional Standards, as appropriate, any violations of the rules and regulations, or any improper conduct, or any information concerning any crime or other unlawful action.

Rule 39  Failure to submit immediately a written report that any member, including oneself, is under investigation or has been arrested for an ordinance violation, a misdemeanor, or a felony charge by any law enforcement agency other than the Evanston Police Department.

Rule 40  Making a false report or statement, written or oral, in connection with job-related responsibilities.

Rule 41  Failure to submit all necessary reports on time and in accordance with established procedures of the department.

Rule 42  Disseminating, releasing, altering, defacing, removing, or destroying any department records or information concerning police matters, except as provided by department orders or directives.

Rule 43  Failure to treat official business of the department as confidential.

Rule 44  Unlawful or unnecessary use or display of a weapon or other force.

Rule 45  Failure of any member to immediately make an oral and written report to his supervisor whenever such member discharges a firearm in his/her official capacity, other than for training purposes.

Rule 46  Carrying or using any unauthorized equipment, weapon, or ammunition.
Rule 47  Intoxication on duty or a member's having any level of alcohol or controlled substance in his/her system while on duty or while working in a capacity that makes him/her representative of the department.

Rule 48  Entering any tavern, bar or liquor store, while on duty or in uniform, except in the performance of a police duty.

Rule 49  Drinking alcoholic beverages or taking controlled substances while on duty or in uniform, or transporting or possessing alcoholic beverages on or in department property, except in the performance of a police duty.

Rule 50  Working in or engaging directly in the ownership, maintenance, or operation of a tavern or retail liquor establishment.

Rule 51  Refusing to correctly or promptly give star number and/or name when requested by other members or private citizens.

Rule 52  Engaging in off-duty employment which:
   a. Physically or mentally exhausts the officer to the point that performance may be affected.
   b. Requires special consideration be given to scheduling of the officer's regular duty hours.
   c. Brings the department into disrepute or impairs the operation or efficiency of the department or its members.
   d. Has not been approved.

Rule 53  Failure to keep the chief of police informed, in writing, of current residence address and telephone number. A pager or beeper number or an answering service is not sufficient.

Rule 54  Failure to be prepared, or to testify, or to give evidence before any grand jury, medical examiner or court of law, or before any governmental, administrative, or investigative agency, when properly called upon to do so.

Rule 55  Failure to appear at a required court hearing without a good cause.

Rule 56  Failure to cooperate when called to give evidence or a statement by any investigative branch of the Evanston Police Department, when the evidence or statements sought relate specifically, directly, and narrowly to the performance of one's official duties.
Rule 57  Publicly criticizing or ridiculing the department, its policies, or other members by speech, writing or expression that is defamatory, obscene, unlawful, and which undermines the effectiveness of the department, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falsity, or is derogatory to the department or any member or policy of the department.

Rule 58  Associating or fraternizing with any person known to have been convicted of a felony, either state or federal, except family members or persons authorized by the department.

Rule 59  Engaging in political activity while on duty or while on city premises in any city-connected function, or use of the official city office or title while engaging in political activities while off duty.

Rule 60  Holding a political office or being an officer of a political party within the City of Evanston while being employed by the City of Evanston.

Rule 61  Participating in, encouraging the participation of others in, or otherwise supporting any strike, slow-down, concerted stoppage of work, or any other illegal interruptions of operations against the department or the city.

Rule 62  Failure to aid, assist, or protect a fellow officer or employee in that officer’s or employee’s time of need, to the fullest extent of one’s capabilities.

Rule 63  Using the department’s official address for receipt of personal correspondence and/or packages without prior approval of the chief of police; giving the department’s official address as a place of residence unless otherwise prescribed by law.

Rule 64  Excessive or inappropriate use of department telephones.

Rule 65  Giving another employee’s address or home telephone number to anyone other than authorized employees of the department.

Rule 66  Failure to receive prior supervisory authorization to travel outside the city.

Rule 67  Signing in or out for a duty/work assignment for someone else, or otherwise indicating the attendance or presence of another.

Rule 68  Sleeping on duty, or giving the appearance of being asleep.

Rule 69  Abuse of sick leave, based on false claims of illness or injury, or falsification of proof to justify such sickness or injury, or patterns of sick leave abuse.
Rule 70   Standard Operating Procedure Manual and/or Department Manual
   a. Failure to produce an assigned standard operating procedure manual or department manual by the end of his or her tour of duty upon request of a supervisor.
   b. Loss of a standard operating procedure manual or a department manual.
   c. Failure to keep an assigned standard operating procedure manual or department manual updated.
   d. Failure to have a standard operating procedure manual or department manual available while on duty.

Rule 71   Making false statements, reports, or records of accrued compensatory or vacation time, or the misuse of compensatory or vacation time.

Rule 72   Smoking in any part of the building.

Rule 73   Taking, or having in one’s system, any substance--either illegal or prescribed--that would hamper the ability to perform one’s duties.

Rule 74   Subject any person or group, or allow any person or group to be subjected, to any form of harassment, discrimination, prejudice or bias on the basis of race, ethnic background, sex, age, religion or any other personal characteristic, belief, or affiliation.
Section 9  Sexual Harassment

It is and shall be the policy of the City of Evanston to prohibit harassment on the basis of sex. Such behavior by any employee or agent violates Title VII, Section 703 of the Civil Rights Act.

Sexual harassment is harmful because it negatively impacts on employee morale and performance, creating an atmosphere of anxiety, fear, and mistrust.

Sexual harassment is defined as unwanted sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature when:

• Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment.

• Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual.

• Such conduct has the purpose or the effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.

The Police Department is committed to maintaining a workplace free of sexual harassment and intimidation. It is the responsibility of each and every member of the police department to maintain a work place that is free of sexual harassment and intimidation. Any member, who has personally experienced sexual harassment/intimidation, during the performance of City employment, must report the sexual harassment/intimidation promptly and without undue delay to the Chief of Police or the Director of Human Relations.
Section 10  Employee Assistance Services

The Department maintains a number of social services for its employees. These services provide comprehensive counseling services to employees and their families for on or off the job problems. Members can receive information on these services from their supervisors or the Office of Administration.
Section 11  Ethical Dilemma Test

Members should review the Ethical Dilemma Test as they perform their duties.

1. Am I acting out of anger, lust, peer pressure or greed?
2. Is my decision legal?
3. Would I do it if my family were standing beside me?
4. How will it make me feel in 20 years?
5. Is it worth my job and career?
6. What would I do if I were being videotaped?
7. Would my loved ones be proud or ashamed?
8. Am I following the Golden Rule?
Section 12  Computer Use Policy
INTRODUCTION

The City of Evanston provides various information technology resources, including computers, networks, servers, email, and the Internet to facilitate and benefit the operations of the City. However, use of the City's information technology resources is a privilege and must be appropriate, professional and ethical.

This policy (and related policies) applies to all City employees and all other persons who are authorized to use City technology resources, including staff, guests, external individuals or organizations and individuals accessing external network services, such as the Internet via City facilities (collectively, users). Elected officials are specifically exempted from this policy. This policy (and related policies) applies to all information technology resources and all data created, entered, received, stored or transmitted by their use, including but not limited to: computers (including desktop and portable computers, servers, networks, printers, software and storage media); email; voicemail; and Internet and Intranet use.

This policy does not apply to City of Evanston Library patrons. Users (as opposed to employees) of the Public Library information technology resources are governed by the Internet Access Policy of the Library Board (Appendix 1).

The City expects all users of City information technology resources to use the City's information technology resources in a responsible manner; respecting the public trust through which these resources have been provided, the rights and privacy of others, and all pertinent laws and City policies and standards.

This policy outlines the standards for acceptable use of City information technology resources by City of Evanston employees and authorized users (excluding patrons of the City of Evanston Public Library).

Failure to comply with the appropriate use of these resources subjects an employee to discipline. Any employee using information resources in a manner that is not appropriate and/or in violation of this policy is subject to disciplinary proceedings including suspension of system privileges, termination of employment and/or legal action as may be appropriate.

The City of Evanston reserves the right to limit or restrict the use of its information technology resources for any reason, including but not limited to, priorities and financial considerations, as well as when it is presented with evidence of a violation of City policies, or state and federal laws.

Employees and other users should have no expectation of privacy in connection with the use of City information technology resources, including the creation, entry, receipt, storage or transmission of data. Whether an employee is
suspected of violating this policy or not, the City of Evanston reserves the right to access, monitor and/or examine material stored on or transmitted through its facilities and technology resources.

The City of Evanston User Acknowledgment is to be signed by every employee who uses a City of Evanston computer.

***
PHYSICAL SECURITY OF COMPUTER ASSETS

POLICY

Users will ensure that all computer assets (computers, monitors, laptop computers, handheld devices, printers, etc.) that are assigned to or regularly used by them are maintained and used in a manner consistent with their function and such that the possibility of damage and/or loss is minimized.

Excluding portable computing equipment, computer equipment will not be removed from City of Evanston locations without the prior written authorization of the Director of Information Systems or other authorized manager. (Authorized managers include the City Manager, Assistant City Manager, and Director of Management and Budget). Users will not modify City of Evanston computer equipment in any manner including, but not limited to, attaching internal or external hard drives, changing the amount of memory in the computer, and attaching/installing any peripheral device. This section shall not apply to Information Systems personnel while performing consistent with their assigned duties.

Whenever possible all portable computing equipment (laptop computers, palm top computers, electronic organizers, etc.) will be maintained under the direct supervision of the user that they are issued to. The equipment must never be left unattended in locations such as airports and hotel lobbies. When the equipment must be left unsupervised, it must be made as inconspicuous as possible (i.e.: do not leave the computer sitting on the seat of an unattended vehicle). Wherever practical, the computer shall be secured with the supplied security device(s).

Users are responsible for protecting their computer from unauthorized use. If you are logged into the network you should be mindful and not leave your computer unattended allowing for unauthorized use.

Violation of this policy will result in disciplinary action up to and including termination.

***
OWNERSHIP OF INFORMATION, DATA, AND SOFTWARE

POLICY

All data created, entered, received, gathered, stored or transmitted via City information technology resources are City of Evanston property. The City has a perpetual, royalty-free, irrevocable, non-exclusive right and license to use, reproduce, modify, adapt, publish, distribute and incorporate all such data. Information or data may not be transferred to, given to, or loaned to any other organization or outside individual unless it is in the approved course of business for the City of Evanston and the express written authorization of an authorized manager has been obtained.

All software purchased by, licensed by, or created by the City of Evanston is the exclusive property of the City of Evanston and may not be transferred to, given to, or loaned to any other organization or outside individual without the express written authorization of the Director of Information Systems or other authorized manager (City Manager, Assistant City Manager, or Director of Management and Budget).

Violation of this policy will result in disciplinary action up to and including termination.

***
ACCESS AND MONITORING OF COMPUTER INFORMATION AND HARDWARE

POLICY

All City information technology resources exist for the furtherance of the City of Evanston’s business pursuits. This includes the delivery of services to patrons of the Public Library through the internet and other information technology. All City of Evanston technology resources and all data entered, created, transmitted, received or stored via City information technology resources is subject to inspection, search and disclosure at all times by persons designated by or acting at the direction of the City of Evanston, or as may be necessary to ensure the efficient and proper administration of City information technology resources. This includes the inspection of email (incoming, outgoing, or stored) and the monitoring of Internet usage. The City of Evanston may divulge any information found during such inspections or monitoring to any party it deems appropriate.

The use of encryption, the labeling of an email or document as private, the deletion of an email or document, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

Only City of Evanston authorized encryption may be utilized. All passwords/encryption keys must be on file with the Director of Information Systems prior to their utilization.

Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

   Electronic Mail
   Personal Use of Computer Hardware and Software
   Internet Usage

***
INFORMATION SECURITY

POLICY

Access Prevention

Users should be aware that a common method for gaining access to computer networks is for the hacker to impersonate an employee of the City. Hackers will sometimes contact a user with a story that they need the user’s login ID and password. Once they have these, they are well on their way to breaking into the network.

Users must not disclose their login IDs or passwords to anyone. Members of the Information Systems Department will never call a user and ask for their login ID and/or password.

Any attempt by another person to obtain a login ID and/or password, or any other suspicious activity, must be immediately reported to the Director of Information Systems, or the employee’s Department/Division Head.

To prevent tampering or hacking users will not allow any person to access, in any manner, their assigned computer equipment unless that person is specifically authorized.

Password Control

Passwords will be a minimum of eight (8) characters and will contain both letters and numbers. Library staff using the DRA system may utilize non-conforming passwords as required by the system itself. Words and names (whether in English or any other language), birth dates, addresses, zip codes, telephone numbers, social security numbers, or any other easily guessed combination will not be used. User IDs and/or passwords will not be written down and kept within the general area of the computer.

Information Systems will periodically run a password-guessing program against user passwords. If the program is able to guess a password, the individual will be informed and asked to change their password.

Failure to choose a password that is difficult for a guessing program to guess will result in suspension of that user’s access to the computer system protected by that password.

Network passwords will automatically expire every ninety days.

Loss of equipment
The loss of any computer equipment or any of the City of Evanston’s information will be immediately reported to the Director of Information Systems and the employee’s Department/Division Head. Immediate steps will be taken by these individuals to protect the City of Evanston from further information loss.

Information Control

All information and data created, entered, received, stored or transmitted via City technology resources are City property. Even when physically able to, users will not access any information other than that which they are specifically authorized to and is necessary for the performance of their assigned duties.

Sensitive or Confidential Information is any information or data, in any form, proprietary or entrusted to the City of Evanston in any way. This includes information specifically prohibited from disclosure by federal or State law or rules and regulations adopted under federal or State law; and information that, if disclosed, would constitute a clearly unwarranted invasion of personal privacy, unless the disclosure in consented to in writing by the individual subjects of the information. The definition of confidential and sensitive information will generally be drawn from the Freedom of Information Act list of exempt information, the City of Evanston Code of Ethics, and matters covered by City Council authorized Executive Session materials. Examples of confidential information include, but are not limited to: files and personal information maintained with respect to clients, residents, or other individuals receiving social, medical, financial, supervisory or custodial care or services directly or indirectly from federal agencies or public bodies; personnel files and personal information maintained with respect to employees, appointees or elected officials of any public body or applicants for those positions; files and personal information maintained with respect to any applicant, registrant or licensee by any public body cooperating with or engaged in professional or occupational registration, licensure or discipline; information required of any taxpayer in connection with the assessment or collection of any tax unless disclosure is otherwise required by State statute; information revealing the identity of persons who file complaints with or provide information to administrative, investigative, law enforcement or penal agencies; records compiled by any public body for administrative enforcement proceedings and any law enforcement or correctional agency for law enforcement purposes or for internal matters of a public body; Information that is public, or otherwise subject to the Freedom of Information Act is not covered by this policy.

Information that is Sensitive or Confidential will never be disseminated, by any means, to persons outside of the City of Evanston unless all of the following conditions are met:
1. The dissemination is expressly approved, in advance, by an authorized manager (City Manager, Assistant City Manager, First Assistant Corporation Counsel, Director of Human Resources);

2. The transmittal letter or email text includes a warning to the recipient that the material is Sensitive, or Confidential and is the property of the City of Evanston; and

3. The transmittal letter or email text contains a specific statement of why the recipient is receiving it, what they may do with the information, and who, if any one, they may disclose it to.

All users will ensure that their computer files are stored on the network where they can be properly backed up. In the situation were the computer is not on the network, files should be backed up or moved to the network as soon as possible.

**Antivirus**

All computers will have antivirus software installed. This software is to remain activated at all times. The Director of Information Systems will ensure that the software is updated as appropriate.

Violation of this policy will result in disciplinary action up to and including termination.

***
INSTALLATION AND USE OF SOFTWARE

POLICY

Without the prior written authorization of the Director of Information Systems or designee, users shall not:

Install or load any software on City of Evanston owned computer equipment.

Install City of Evanston owned software on any non-City of Evanston owned computer equipment.

Provide copies of City of Evanston owned or licensed software to anyone.

Users will not engage in any acts of software piracy (utilizing software in violation of its licensing agreement). City of Evanston technology resources may not be used to violate proprietary rights, including copyright, trademark, trade secrets, right of publicity or any other intellectual property rights. The Director of Information Systems shall ensure that all software installed or utilized on City of Evanston computers and related equipment is properly licensed.

Violation of this policy will result in disciplinary action up to and including termination.

***
PERSONAL USE OF COMPUTER HARDWARE AND SOFTWARE

POLICY

Excluding incidental use, City of Evanston owned computer hardware and software may only be utilized for business purposes relating to the City of Evanston.

Examples of allowable use:

Occasional typing of personal word processing documents.

Occasional making of 8-1/2" x 11" signs for a charity event.

Occasional making of flyers for children’s sports team.

Occasional homework assignments for college classes or adult education classes.

UNLAWFUL USE PROHIBITED

City of Evanston technology resources may not be used to intentionally or unintentionally violate any local, state, federal or international city or criminal law, including copyright and patent laws and U.S. Securities and Exchange Commission regulations. Unlawful activity includes but is not limited to lotteries, raffles, gambling for anything of value and participating or facilitating in the distribution of unlawful materials. Users likewise may not upload, post, email or otherwise transmit any data that is harmful, threatening, abusive, malicious, tortuous, defamatory, libelous, vulgar, obscene, invasive of another’s privacy or identify or promote religious beliefs or tenets. This includes screen savers or similar messages. In addition, City of Evanston technology resources may not be used to solicit outside business ventures. Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

Electronic Mail
Internet Usage
Access to Information

***
ELECTRONIC MAIL (email)

POLICY

This policy shall apply to anyone having access to the City of Evanston’s email systems.

The City of Evanston’s email system may be used only for legitimate business purposes of the City of Evanston and that does not violate any City policies. Occasional personal use is permissible, and means infrequent, incidental use that is professional, in good taste and does not interfere with City of Evanston business, the performance of the user’s duties or the availability of technology resources.

All email created, sent, or received via the City of Evanston’s computers, networks, and/or email systems is the property of the City of Evanston.

As with all City of Evanston technology resources, users (except Public Library patrons in accordance with the Library policies) should have no expectation of privacy in connection with the use of City of Evanston’s email systems, including the creation, entry, receipt, storage or transmission of data.

The City of Evanston reserves the right to monitor and/or review, at any time and for any reason within its sole discretion, any email created, sent, or received via the City of Evanston’s computers, networks, and/or email systems. The City of Evanston further reserves the right to reveal the contents of such email to any party that it deems appropriate. The use of encryption, the labeling of an email as private, the deletion of an email, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

The City of Evanston will disclose email to any party that it may be required to by law or regulation. This may include law enforcement search warrants and discovery requests in civil litigation.

While a user may delete an email message, copies of the email may still remain on servers and backup tapes.

Only City of Evanston authorized encryption may be utilized. All passwords/encryption keys must be on file with the Director of Information Systems prior to their utilization.

Due to the potential for viruses and security breaches, users will exercise extreme caution in downloading and executing any files attached to email. If the attachment is not clearly business related and/or expected from a known source, it should never be opened or executed. If a user believes an email and/or attachment contains a virus or otherwise comprises a security breach, such
emails and attachments should be *immediately forwarded* to the Director of Information Systems.

Users will not subscribe to any email lists that are not directly relevant to their assigned duties.

Sensitive or Confidential Information is any information, in any form, proprietary to the City of Evanston in any way. Information that is public or otherwise subject to the Freedom of Information Act is not covered by this policy.

Information that is Sensitive or Confidential will never be emailed to persons outside of the City of Evanston unless all of the following conditions are met:

- The email transmission is expressly approved, in advance, by an authorized manager
- The email text includes a warning to the recipient that the material is Sensitive, or Confidential and is the property of the City of Evanston
- The email text contains a specific statement of why the recipient is receiving it, what they may do with the information, and who, if any one, they may disclose it to

Each user is responsible for ensuring that their use of the City of Evanston’s email system is consistent with this policy, any other applicable City of Evanston policy, and appropriate business practices. Emails shall not contain jokes, pornography, sexist remarks, racist remarks, defamatory remarks, obscene remarks, negative or hostile remarks relative to cultures or which promote or denigrate religious beliefs, anything of a commercial nature not pertaining to the City of Evanston’s business, anything of a political nature, or any other inappropriate remarks. Further, the email system shall not be used for any purpose in violation of law or regulation.

Excluding occasional personal use, the City of Evanston’s email system will not be utilized by users for any commercial or non-commercial activity that is not in furtherance of City of Evanston business. The prohibited activity includes solicitation for charitable contributions and sales of products from one user to another. "Chain Letter“ emails will not be created or forwarded.

Users will carefully review all email prior to sending it to ensure that their meaning is clear and not subject to interpretation. Humor and sarcasm can be easily misinterpreted in an email and should be avoided. Email messages should be composed in a professional manner. Comments that would be inappropriate in memorandums and letters are equally inappropriate in emails.
Users will not reveal their email passwords to anyone. Excluding members of Information Systems, users will not utilize or access email accounts belonging to any other user.

Violation of this policy will result in disciplinary action up to and including termination.

**RELATED POLICIES:**

- Personal Use of Computer Hardware and Software
- Internet Usage
- Access to Computer Information and Hardware

***
INTERNET USAGE

POLICY

This policy shall apply to anyone utilizing the City of Evanston’s Internet access systems.

Other than occasional personal use, the City of Evanston’s Internet access may be used only for legitimate business purposes of the City of Evanston. Occasional personal use means infrequent, incidental use that is professional, in good taste and does not interfere with City of Evanston business, the performance of the user’s duties or the availability of technology resources.

All information gathered, accessed, created, sent, or received via the City of Evanston’s computers, networks, Internet access, and/or email systems is the property of the City of Evanston.

As with all City of Evanston technology resources, users should have no expectation of privacy in connection with the use of City of Evanston’s email systems, including the creation, entry, receipt, storage or transmission of data. The City of Evanston reserves the right to monitor, filter, and/or review, at any time, all Internet utilization via the City of Evanston’s Internet access. The City of Evanston further reserves the right to reveal any Internet access related information to any party that it deems appropriate. The use of encryption, the labeling of a communication as private, the deletion of a communication, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

The City of Evanston will disclose Internet access information to any party that it may be required to by law or regulation. This may include law enforcement search warrants and discovery requests in civil litigation.

Excluding incidental use, users will not access any material that is not directly relevant to their assigned duties.

Due to the drain on resources, users will not utilize or subscribe to any services that "broadcast" material via the Internet. This includes listening to music or radio stations via the Internet and receiving news, sports information, and/or stock market information via the Internet.

Users should be mindful of the potential for security breaches when downloading files from the Internet. Each user is responsible for ensuring that their use of the City of Evanston’s Internet access is consistent with this policy, any other applicable City of Evanston policy, and appropriate business practices. Internet sites containing jokes, pornography, sexist material, racist material, defamatory material, obscene material, pirated software, or any other inappropriate material
shall not be accessed. Further, the Internet access system shall not be used for any purpose in violation of law or regulation.

Users should be mindful that Internet sites they visit collect information about visitors. This information will link the user to the City of Evanston. Users will not visit any site that might in any way cause damage to the City of Evanston’s image or reputation.

Users should be aware that much of the material available on the Internet is copyrighted or trademarked. Other than viewing publicly available material, users will not use any material found on the Internet in any manner without first establishing that such use would not be in violation of a copyright or trademark.

Users will not reveal their passwords to anyone. Excluding members of Information Systems, users will not utilize or access Internet accounts belonging to any other user.

Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

Personal Use of Computer Hardware and Software
Electronic Mail
Access to Computer Information and Hardware

***
LOGON BANNER

The following banner will appear when each user logs onto the network:

This computer system is the property of the City of Evanston. This computer system, including all related equipment, storage devices, networks, and network devices, is provided solely for the authorized use of authorized users; this includes Internet access and electronic mail (email). All information and data contained on the City of Evanston’s computer systems, storage devices, and networks are the exclusive property of the City of Evanston.

USERS SHOULD HAVE NO EXPECTATION OF PRIVACY IN CONNECTION WITH THIS COMPUTER SYSTEM OR THE USE OF ANY CITY OF EVANSTON TECHNOLOGY RESOURCES.

The City of Evanston’s computer systems and networks may be monitored and/or reviewed at anytime for any reason deemed appropriate by the City of Evanston. Possible reasons for monitoring include, but are not limited to: ensuring that access is authorized; ensuring compliance with policy, rules, regulations, and/or laws; and management of the system. Such monitoring may include, but is not limited to: examination of email; examination of the user’s activity; and examination of any computer files. All information, including any personal information, placed on this computer system, placed on any storage device, or sent via the City of Evanston’s computer systems or networks is subject to monitoring and/or review. Any information discovered during monitoring and/or review may be stored and/or used for any purpose the City of Evanston deems appropriate. Use of this system, whether authorized or unauthorized, constitutes consent to any and all monitoring and/or review by the City of Evanston.

***
APPENDIX 1

APPLICATION TO THE PUBLIC LIBRARY

1. The Library Board will maintain an Internet Access Policy, which will govern the use of the Internet by Library patrons, as opposed to Library staff.

2. The Library provides access to certain proprietary databases under the terms of license agreements. The City of Evanston recognizes that it has no ownership rights to this material.

3. It is the business of the City of Evanston Public Library to provide information services to the people of Evanston and nothing in this policy should be understood as preventing Library staff members from providing such services.

4. While there can be no secure expectation of privacy with the use of e-mail, the City of Evanston will treat all e-mail sent or received by Library employees in the course of responding to Library patron inquiries as confidential in nature. Personal information about Library patrons and their inquiries will only be released in response to a court order or where such information is similarly required by law to be released.

5. Library employees in the course of answering Library patron inquiries may consult Internet sites that might otherwise be considered inappropriate under the terms of this Policy.
USER ACKNOWLEDGMENT

The following acknowledgement is to be signed by every employee who uses a City of Evanston computer.

I have received and read the below listed policies, understand their content and meaning, and agree to abide by them.

Policies: (initial beside each policy to indicate having read, understanding, and agreeing to abide by it)

- _____ Physical Security of Computer Assets
- _____ Ownership of Information, Data, and Software
- _____ Access and Monitoring of Computer Information and Hardware
- _____ Information Security
- _____ Installation and Use of Software
- _____ Personal Use of Computer Hardware and Software
- _____ Electronic Mail
- _____ Internet Usage

I understand that the City of Evanston’s technology resources and all data entered, created, gathered, received, stored or transmitted by those resources are City property. I have no expectation of privacy in connection with the use of City technology resources or with the entry, creation, transmission, receipt, or storage of data via such resources. I also understand that the City’s technology resources are to be used for job-related purposes and not for personal purposes. Occasional personal use is permitted if it does not interfere with my job responsibilities, City business and the availability of technology resources, and the transmitted data is legal, ethical and in good taste.

I agree not to use my password, access any file, or retrieve any stored communication unless authorized to do so. I acknowledge and consent to City monitoring, inspecting and disclosing, without prior notice and at its discretion, my use of City technology resources including all data that I enter, create, receive, store or transmit via those resources. Such monitoring may include printing out and reading email entering, leaving or stored via City technology resources, and tracking my Internet and Intranet use.
I also understand that if I do not comply with all provisions of the Policies, my access to City technology resources may be revoked and I will be subject to disciplinary action including discharge.

Department & Division

Signature

Printed Name

Title

Date
Section 13  Customer Service Policy

Customer Service Policy

Organization Vision

Evanston employees work as a team to create a strong and vital community to continually satisfy customers and accomplish our work with professionalism and pride. Our employees are a reflection of the City itself.

Customer Service Approach

Evanston employees are helpful and interactive partners with each other and with the community. We work together to ensure that customer concerns and community needs are completely resolved. We treat each other and customers as we wish to be treated; with compassion, patience and respect. We value meaningful and effective communication and use the following as a guideline for our interactions:

1. Seek to understand the problem or request by actively listening and questioning to clarify information.
2. Take the initiative to creatively solve problems. Be proactive in seeking solutions and involve other staff members, community members, departments or agencies as needed in creating solutions.
3. Use sound judgment. Base responses on knowledge, training, the service directory and City policies. If information is not known, employees seek answers across departments if necessary.
5. Take responsibility to see that questions are answered. If someone is referred to another person, follow up to see that his or her issues were heard, understood and addressed.
6. Respond to phone calls and e-mails as soon as possible but at least within 24 hours, and follow up with the customer or fellow employee as agreed.
7. Treat Evanston's diverse population fairly, ethically, professionally and with respect.
8. We value all employees regardless of position; therefore, we treat fellow employees as we would like to be treated; fairly and with respect.
9. We go the extra mile!

Effective December 1, 2010
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INTRODUCTION

The City of Evanston provides various information technology resources, including computers, networks, servers, email, and the Internet to facilitate and benefit the operations of the City. However, use of the City's information technology resources is a privilege and must be appropriate, professional and ethical.

This policy (and related policies) applies to all City employees and all other persons who are authorized to use City technology resources, including staff, guests, external individuals or organizations and individuals accessing external network services, such as the Internet via City facilities (collectively, users). Elected officials are specifically exempted from this policy. This policy (and related policies) applies to all information technology resources and all data created, entered, received, stored or transmitted by their use, including but not limited to: computers (including desktop and portable computers, servers, networks, printers, software and storage media); email; voicemail; and Internet and Intranet use.

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Failure to comply with the appropriate use of these resources subjects an employee to discipline. Any employee using information resources in a manner that is not appropriate and/or in violation of this policy is subject to disciplinary proceedings including suspension of system privileges, termination of employment and/or legal action as may be appropriate.

The City of Evanston reserves the right to limit or restrict the use of its information technology resources for any reason, including but not limited to, priorities and financial considerations, as well as when it is presented with evidence of a violation of City policies, or state and federal laws.
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***
PHYSICAL SECURITY OF COMPUTER ASSETS

POLICY

Users will ensure that all computer assets (computers, monitors, laptop computers, handheld devices, printers, etc.) that are assigned to or regularly used by them are maintained and used in a manner consistent with their function and such that the possibility of damage and/or loss is minimized.

Excluding portable computing equipment, computer equipment will not be removed from City of Evanston locations without the prior written authorization of the Director of Information Systems or other authorized manager. (Authorized managers include the City Manager, Assistant City Manager, and Director of Management and Budget). Users will not modify City of Evanston computer equipment in any manner including, but not limited to, attaching internal or external hard drives, changing the amount of memory in the computer, and attaching/installing any peripheral device. This section shall not apply to Information Systems personnel while performing consistent with their assigned duties.

Whenever possible all portable computing equipment (laptop computers, palm top computers, electronic organizers, etc.) will be maintained under the direct supervision of the user that they are issued to. The equipment must never be left unattended in locations such as airports and hotel lobbies. When the equipment must be left unsupervised, it must be made as inconspicuous as possible (i.e.: do not leave the computer sitting on the seat of an unattended vehicle). Wherever practical, the computer shall be secured with the supplied security device(s).

Users are responsible for protecting their computer from unauthorized use. If you are logged into the network you should be mindful and not leave your computer unattended allowing for unauthorized use.

Violation of this policy will result in disciplinary action up to and including termination.
OWNERSHIP OF INFORMATION, DATA, AND SOFTWARE

POLICY

All data created, entered, received, gathered, stored or transmitted via City information technology resources are City of Evanston property. The City has a perpetual, royalty-free, irrevocable, non-exclusive right and license to use, reproduce, modify, adapt, publish, distribute and incorporate all such data. Information or data may not be transferred to, given to, or loaned to any other organization or outside individual unless it is in the approved course of business for the City of Evanston and the express written authorization of an authorized manager has been obtained.

All software purchased by, licensed by, or created by the City of Evanston is the exclusive property of the City of Evanston and may not be transferred to, given to, or loaned to any other organization or outside individual without the express written authorization of the Director of Information Systems or other authorized manager (City Manager, Assistant City Manager, or Director of Management and Budget).

Violation of this policy will result in disciplinary action up to and including termination.

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ACCESS AND MONITORING OF COMPUTER INFORMATION AND HARDWARE

POLICY

All City information technology resources exist for the furtherance of the City of Evanston’s business pursuits. This includes the delivery of services to patrons of the Public Library through the internet and other information technology. All City of Evanston technology resources and all data entered, created, transmitted, received or stored via City information technology resources is subject to inspection, search and disclosure at all times by persons designated by or acting at the direction of the City of Evanston, or as may be necessary to ensure the efficient and proper administration of City information technology resources. This includes the inspection of email (incoming, outgoing, or stored) and the monitoring of Internet usage. The City of Evanston may divulge any information found during such inspections or monitoring to any party it deems appropriate.

The use of encryption, the labeling of an email or document as private, the deletion of an email or document, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

Only City of Evanston authorized encryption may be utilized. All passwords/encryption keys must be on file with the Director of Information Systems prior to their utilization.

Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

Electronic Mail
Personal Use of Computer Hardware and Software
Internet Usage

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INFORMATION SECURITY

POLICY

Access Prevention

Users should be aware that a common method for gaining access to computer networks is for the hacker to impersonate an employee of the City. Hackers will sometimes contact a user with a story that they need the user’s login ID and password. Once they have these, they are well on their way to breaking into the network.

Users must not disclose their login IDs or passwords to anyone. Members of the Information Systems Department will never call a user and ask for their login ID and/or password.

Any attempt by another person to obtain a login ID and/or password, or any other suspicious activity, must be immediately reported to the Director of Information Systems, or the employee’s Department/Division Head.

To prevent tampering or hacking users will not allow any person to access, in any manner, their assigned computer equipment unless that person is specifically authorized.

Password Control

Passwords will be a minimum of eight (8) characters and will contain both letters and numbers. Library staff using the DRA system may utilize non-conforming passwords as required by the system itself. Words and names (whether in English or any other language), birth dates, addresses, zip codes, telephone numbers, social security numbers, or any other easily guessed combination will not be used. User IDs and/or passwords will not be written down and kept within the general area of the computer.

Information Systems will periodically run a password-guessing program against user passwords. If the program is able to guess a password, the individual will be informed and asked to change their password.

Failure to choose a password that is difficult for a guessing program to guess will result in suspension of that user’s access to the computer system protected by that password.

Network passwords will automatically expire every ninety days.
Loss of equipment

The loss of any computer equipment or any of the City of Evanston’s information will be immediately reported to the Director of Information Systems and the employee’s Department/Division Head. Immediate steps will be taken by these individuals to protect the City of Evanston from further information loss.

Information Control

All information and data created, entered, received, stored or transmitted via City technology resources are City property. Even when physically able to, users will not access any information other than that which they are specifically authorized to and is necessary for the performance of their assigned duties.

Sensitive or Confidential Information is any information or data, in any form, proprietary or entrusted to the City of Evanston in any way. This includes information specifically prohibited from disclosure by federal or State law or rules and regulations adopted under federal or State law; and information that, if disclosed, would constitute a clearly unwarranted invasion of personal privacy, unless the disclosure is consented to in writing by the individual subjects of the information. The definition of confidential and sensitive information will generally be drawn from the Freedom of Information Act list of exempt information, the City of Evanston Code of Ethics, and matters covered by City Council authorized Executive Session materials. Examples of confidential information include, but are not limited to: files and personal information maintained with respect to clients, residents, or other individuals receiving social, medical, financial, supervisory or custodial care or services directly or indirectly from federal agencies or public bodies; personnel files and personal information maintained with respect to employees, appointees or elected officials of any public body or applicants for those positions; files and personal information maintained with respect to any applicant, registrant or licensee by any public body cooperating with or engaged in professional or occupational registration, licensure or discipline; information required of any taxpayer in connection with the assessment or collection of any tax unless disclosure is otherwise required by State statute; information revealing the identity of persons who file complaints with or provide information to administrative, investigative, law enforcement or penal agencies; records compiled by any public body for administrative enforcement proceedings and any law enforcement or correctional agency for law enforcement purposes or for internal matters of a public body; Information that is public, or otherwise subject to the Freedom of Information Act is not covered by this policy.

Information that is Sensitive or Confidential will never be disseminated, by any means, to persons outside of the City of Evanston unless all of the following conditions are met:
1. The dissemination is expressly approved, in advance, by an authorized manager (City Manager, Assistant City Manager, First Assistant Corporation Counsel, Director of Human Resources);  
2. The transmittal letter or email text includes a warning to the recipient that the material is Sensitive, or Confidential and is the property of the City of Evanston; and  
3. The transmittal letter or email text contains a specific statement of why the recipient is receiving it, what they may do with the information, and who, if any one, they may disclose it to.

All users will ensure that their computer files are stored on the network where they can be properly backed up. In the situation were the computer is not on the network, files should be backed up or moved to the network as soon as possible.

**Antivirus**

All computers will have antivirus software installed. This software is to remain activated at all times. The Director of Information Systems will ensure that the software is updated as appropriate.

Violation of this policy will result in disciplinary action up to and including termination.

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INSTALLATION AND USE OF SOFTWARE

POLICY

Without the prior written authorization of the Director of Information Systems or designee, users shall not:

Install or load any software on City of Evanston owned computer equipment.

   Install City of Evanston owned software on any non-City of Evanston owned computer equipment.

   Provide copies of City of Evanston owned or licensed software to anyone.

Users will not engage in any acts of software piracy (utilizing software in violation of its licensing agreement). City of Evanston technology resources may not be used to violate proprietary rights, including copyright, trademark, trade secrets, right of publicity or any other intellectual property rights. The Director of Information Systems shall ensure that all software installed or utilized on City of Evanston computers and related equipment is properly licensed.

Violation of this policy will result in disciplinary action up to and including termination.

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PERSONAL USE OF COMPUTER HARDWARE AND SOFTWARE

POLICY

Excluding incidental use, City of Evanston owned computer hardware and software may only be utilized for business purposes relating to the City of Evanston.

Examples of allowable use:

Occasional typing of personal word processing documents.

Occasional making of 8-1/2" x 11" signs for a charity event.

Occasional making of flyers for children’s sports team.

Occasional homework assignments for college classes or adult education classes.

UNLAWFUL USE PROHIBITED

City of Evanston technology resources may not be used to intentionally or unintentionally violate any local, state, federal or international city or criminal law, including copyright and patent laws and U.S. Securities and Exchange Commission regulations. Unlawful activity includes but is not limited to lotteries, raffles, gambling for anything of value and participating or facilitating in the distribution of unlawful materials. Users likewise may not upload, post, email or otherwise transmit any data that is harmful, threatening, abusive, malicious, tortuous, defamatory, libelous, vulgar, obscene, invasive of another’s privacy or identify or promote religious beliefs or tenets. This includes screen savers or similar messages. In addition, City of Evanston technology resources may not be used to solicit outside business ventures. Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

Electronic Mail
Internet Usage
Access to Information

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ELECTRONIC MAIL (email)

POLICY

This policy shall apply to anyone having access to the City of Evanston’s email systems.

The City of Evanston’s email system may be used only for legitimate business purposes of the City of Evanston and that does not violate any City policies. Occasional personal use is permissible, and means infrequent, incidental use that is professional, in good taste and does not interfere with City of Evanston business, the performance of the user’s duties or the availability of technology resources.

All email created, sent, or received via the City of Evanston’s computers, networks, and/or email systems is the property of the City of Evanston.

As with all City of Evanston technology resources, users (except Public Library patrons in accordance with the Library policies) should have no expectation of privacy in connection with the use of City of Evanston’s email systems, including the creation, entry, receipt, storage or transmission of data.

The City of Evanston reserves the right to monitor and/or review, at any time and for any reason within its sole discretion, any email created, sent, or received via the City of Evanston’s computers, networks, and/or email systems. The City of Evanston further reserves the right to reveal the contents of such email to any party that it deems appropriate. The use of encryption, the labeling of an email as private, the deletion of an email, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

The City of Evanston will disclose email to any party that it may be required to by law or regulation. This may include law enforcement search warrants and discovery requests in civil litigation.

While a user may delete an email message, copies of the email may still remain on servers and backup tapes.

Only City of Evanston authorized encryption may be utilized. All passwords/encryption keys must be on file with the Director of Information Systems prior to their utilization.
Due to the potential for viruses and security breaches, users will exercise extreme caution in downloading and executing any files attached to email. If the attachment is not clearly business related and/or expected from a known source, it should never be opened or executed. If a user believes an email and/or attachment contains a virus or otherwise comprises a security breach, such emails and attachments should be immediately forwarded to the Director of Information Systems.

Users will not subscribe to any email lists that are not directly relevant to their assigned duties.

Sensitive or Confidential Information is any information, in any form, proprietary to the City of Evanston in any way. Information that is public or otherwise subject to the Freedom of Information Act is not covered by this policy.

Information that is Sensitive or Confidential will never be emailed to persons outside of the City of Evanston unless all of the following conditions are met:

- The email transmission is expressly approved, in advance, by an authorized manager
- The email text includes a warning to the recipient that the material is Sensitive, or Confidential and is the property of the City of Evanston
- The email text contains a specific statement of why the recipient is receiving it, what they may do with the information, and who, if anyone, they may disclose it to

Each user is responsible for ensuring that their use of the City of Evanston’s email system is consistent with this policy, any other applicable City of Evanston policy, and appropriate business practices. Emails shall not contain jokes, pornography, sexist remarks, racist remarks, defamatory remarks, obscene remarks, negative or hostile remarks relative to cultures or which promote or denigrate religious beliefs, anything of a commercial nature not pertaining to the City of Evanston’s business, anything of a political nature, or any other inappropriate remarks. Further, the email system shall not be used for any purpose in violation of law or regulation.

Excluding occasional personal use, the City of Evanston’s email system will not be utilized by users for any commercial or non-commercial activity that is not in furtherance of City of Evanston business. The prohibited activity includes solicitation for charitable contributions and sales of products from one user to another. "Chain Letter" emails will not be created or forwarded.
Users will carefully review all email prior to sending it to ensure that their meaning is clear and not subject to interpretation. Humor and sarcasm can be easily misinterpreted in an email and should be avoided. Email messages should be composed in a professional manner. Comments that would be inappropriate in memorandums and letters are equally inappropriate in emails.

Users will not reveal their email passwords to anyone. Excluding members of Information Systems, users will not utilize or access email accounts belonging to any other user.

Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

- Personal Use of Computer Hardware and Software
- Internet Usage
- Access to Computer Information and Hardware

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INTERNET USAGE

POLICY

This policy shall apply to anyone utilizing the City of Evanston's Internet access systems.

Other than occasional personal use, the City of Evanston’s Internet access may be used only for legitimate business purposes of the City of Evanston. Occasional personal use means infrequent, incidental use that is professional, in good taste and does not interfere with City of Evanston business, the performance of the user’s duties or the availability of technology resources.

All information gathered, accessed, created, sent, or received via the City of Evanston’s computers, networks, Internet access, and/or email systems is the property of the City of Evanston.

As with all City of Evanston technology resources, users should have no expectation of privacy in connection with the use of City of Evanston’s email systems, including the creation, entry, receipt, storage or transmission of data. The City of Evanston reserves the right to monitor, filter, and/or review, at any time, all Internet utilization via the City of Evanston’s Internet access. The City of Evanston further reserves the right to reveal any Internet access related information to any party that it deems appropriate. The use of encryption, the labeling of a communication as private, the deletion of a communication, or any other such process or action, shall not diminish the City of Evanston’s rights in any manner.

The City of Evanston will disclose Internet access information to any party that it may be required to by law or regulation. This may include law enforcement search warrants and discovery requests in civil litigation.

Excluding incidental use, users will not access any material that is not directly relevant to their assigned duties.

Due to the drain on resources, users will not utilize or subscribe to any services that "broadcast" material via the Internet. This includes listening to music or radio stations via the Internet and receiving news, sports information, and/or stock market information via the Internet.

Users should be mindful of the potential for security breaches when downloading files from the Internet. Each user is responsible for ensuring that their use of the City of Evanston’s Internet access is consistent with this policy, any other
applicable City of Evanston policy, and appropriate business practices. Internet sites containing jokes, pornography, sexist material, racist material, defamatory material, obscene material, pirated software, or any other inappropriate material shall not be accessed. Further, the Internet access system shall not be used for any purpose in violation of law or regulation.

Users should be mindful that Internet sites they visit collect information about visitors. This information will link the user to the City of Evanston. Users will not visit any site that might in any way cause damage to the City of Evanston’s image or reputation.

Users should be aware that much of the material available on the Internet is copyrighted or trademarked. Other than viewing publicly available material, users will not use any material found on the Internet in any manner without first establishing that such use would not be in violation of a copyright or trademark.

Users will not reveal their passwords to anyone. Excluding members of Information Systems, users will not utilize or access Internet accounts belonging to any other user.

Violation of this policy will result in disciplinary action up to and including termination.

RELATED POLICIES:

Personal Use of Computer Hardware and Software
Electronic Mail
Access to Computer Information and Hardware

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LOGON BANNER

The following banner will appear when each user logs onto the network:

This computer system is the property of the City of Evanston. This computer system, including all related equipment, storage devices, networks, and network devices, is provided solely for the authorized use of authorized users; this includes Internet access and electronic mail (email). All information and data contained on the City of Evanston’s computer systems, storage devices, and networks are the exclusive property of the City of Evanston.

USERS SHOULD HAVE NO EXPECTATION OF PRIVACY IN CONNECTION WITH THIS COMPUTER SYSTEM OR THE USE OF ANY CITY OF EVANSTON TECHNOLOGY RESOURCES.

The City of Evanston’s computer systems and networks may be monitored and/or reviewed at anytime for any reason deemed appropriate by the City of Evanston. Possible reasons for monitoring include, but are not limited to: ensuring that access is authorized; ensuring compliance with policy, rules, regulations, and/or laws; and management of the system. Such monitoring may include, but is not limited to: examination of email; examination of the user’s activity; and examination of any computer files. All information, including any personal information, placed on this computer system, placed on any storage device, or sent via the City of Evanston’s computer systems or networks is subject to monitoring and/or review. Any information discovered during monitoring and/or review may be stored and/or used for any purpose the City of Evanston deems appropriate. Use of this system, whether authorized or unauthorized, constitutes consent to any and all monitoring and/or review by the City of Evanston.

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APPENDIX 1

APPLICATION TO THE PUBLIC LIBRARY

1. The Library Board will maintain an Internet Access Policy, which will govern the use of the Internet by Library patrons, as opposed to Library staff.

2. The Library provides access to certain proprietary databases under the terms of license agreements. The City of Evanston recognizes that it has no ownership rights to this material.

3. It is the business of the City of Evanston Public Library to provide information services to the people of Evanston and nothing in this policy should be understood as preventing Library staff members from providing such services.

4. While there can be no secure expectation of privacy with the use of e-mail, the City of Evanston will treat all e-mail sent or received by Library employees in the course of responding to Library patron inquiries as confidential in nature. Personal information about Library patrons and their inquiries will only be released in response to a court order or where such information is similarly required by law to be released.

5. Library employees in the course of answering Library patron inquiries may consult Internet sites that might otherwise be considered inappropriate under the terms of this Policy.
USER ACKNOWLEDGMENT

The following acknowledgement is to be signed by every employee who uses a City of Evanston computer.

I have received and read the below listed policies, understand their content and meaning, and agree to abide by them.

Policies: (initial beside each policy to indicate having read, understanding, and agreeing to abide by it)

_____ Physical Security of Computer Assets
_____ Ownership of Information, Data, and Software
_____ Access and Monitoring of Computer Information and Hardware
_____ Information Security
_____ Installation and Use of Software
_____ Personal Use of Computer Hardware and Software
_____ Electronic Mail
_____ Internet Usage

I understand that the City of Evanston's technology resources and all data entered, created, gathered, received, stored or transmitted by those resources are City property. I have no expectation of privacy in connection with the use of City technology resources or with the entry, creation, transmission, receipt, or storage of data via such resources. I also understand that the City’s technology resources are to be used for job-related purposes and not for personal purposes. Occasional personal use is permitted if it does not interfere with my job responsibilities, City business and the availability of technology resources, and the transmitted data is legal, ethical and in good taste.

I agree not to use my password, access any file, or retrieve any stored communication unless authorized to do so. I acknowledge and consent to City monitoring, inspecting and disclosing, without prior notice and at its discretion, my use of City technology resources including all data that I enter, create, receive, store or transmit via those resources. Such monitoring may include printing out and reading email entering, leaving or stored via City technology resources, and tracking my Internet and Intranet use.
I also understand that if I do not comply with all provisions of the Policies, my access to City technology resources may be revoked and I will be subject to disciplinary action including discharge.

______________________________
Department & Division

______________________________
Signature

______________________________
Printed Name

______________________________
Title

______________________________
Date