

1-1-2002

HAM-TMC Library Administrative Guide. Chapter 8: Library Support Policies

Houston Academy of Medicine-Texas Medical Center Library

Follow this and additional works at: <http://digitalcommons.library.tmc.edu/guides>

 Part of the [Library and Information Science Commons](#)

Recommended Citation

Citation Information: Houston Academy of Medicine-Texas Medical Center Library, "HAM-TMC Library Administrative Guide. Chapter 8: Library Support Policies" (2002).

DigitalCommons@The Texas Medical Center, Library Administration, *Administrative Guides*. Paper 3.

<http://digitalcommons.library.tmc.edu/guides/3>

This Article is brought to you for free and open access by the Library Administration at DigitalCommons@The Texas Medical Center. It has been accepted for inclusion in Administrative Guides by an authorized administrator of DigitalCommons@The Texas Medical Center. For more information, please contact kathryn.krause@exch.library.tmc.edu.



CHAPTER 8: LIBRARY SUPPORT POLICIES

8.01 Computer-Use Policy

8.02 Laptop Computers

8.03 Graphics Standards Policy

8.04 Mail Service

8.05 Public Address System

8.06 Telephone Usage

8.061 Long Distance Access Codes

8.07 Purchasing Policy

8.071 Supplies

8.08 Library Supported Parties

8.09 Meeting Facility Policy

8.10 Parking Validations

8.11 Grant and Funding Procedures

8.12 Law Enforcement Guidelines

8.01 COMPUTER-USE POLICY (Updated 04/04)

The HAM-TMC Library supports the American Library Association's Library Bill of Rights (www.ala.org/work/freedom/lbr.html) as well as the rights of its employees to exercise professional judgment in the way that they use the HAM-TMC Library information technology resources in the course of their duties.

Information technology resources include desktop computers and peripherals, servers maintained by the Information Technology Department (email, web, application), servers maintained by other departments (ILLiad) and network equipment.

These freedoms come with a responsibility for the staff to be good net-citizens and to protect the valuable assets that these resources represent by following the Acceptable Use Guidelines.

Definitions

Ownership:

The information technology resources are maintained by the HAM-TMC Library in order for the employees to execute their duties. The use of any of these resources does not imply that the employee in any way "owns" these resources; rather, the employee is "assigned" these resources. This becomes apparent when any of the Acceptable Use Guidelines, listed below, is violated.

Expectation of Privacy:

All information stored on information technology resources is considered the property of the HAM-TMC Library. In order to maintain continuity of service, that data may be copied to other systems for the purposes of backing up that data, scanned for threats of malicious computer code (viruses, worm or Trojan horse programs), or seized if one or more of the Acceptable Use Guidelines are violated.

Monitoring of Information Technology Resources:

All systems at the HAM-TMC Library are monitored for network connectivity. Servers and other shared resources (network equipment, printers) have additional performance metrics monitored. Although the Information Technology group has the tools and training to view most detailed information stored on Library resources, the department does not proactively monitor any system without the violation of one or more of the Acceptable use Guidelines.

Acceptable Use Guidelines

The Staff may:

The staff of the HAM-TMC Library may use any information technology resources that they have been properly authorized by the management of the HAM-TMC Library in order to execute assigned duties. This includes unencumbered access to services such as email, Web access, printing, and software for which the HAM-TMC Library holds proper license.

The Staff may not engage in:

Harassment

The staff may not use information technology resources to harass any individual or organization. This includes but is not limited to:

- Sending unwanted electronic email (spam)
- Sending multiple large emails with the intent of overloading systems (mail bomb)
- Violating the privacy of others
- Intentionally exposing others to material that THEY find offensive (see Sexual Harassment Policy)

Criminal Activity

The staff may not use the information technology resources of the HAM-TMC Library to engage in any illegal activity under Texas or Federal law. This includes, but is not limited to:

- Misrepresentation of oneself using any electronic communications method (email, chat, telephone)
- Engage in any activity designed to defraud another
- Viewing of images that are contrary to Texas Law (child pornography, bestiality) except as part of Library sanctioned research
- Violation of copyright laws or licensing agreements whether print, visual or aural (software piracy, using file sharing programs such as Kaaza or Napster)
- Knowingly create, distribute or launch computer viruses, worms, Trojan horses and other rogue programs

Compromise System Integrity

The staff may not compromise the integrity of any information technology resource by:

- Divulging to unauthorized personnel (other than Department Manager and under certain circumstances Information Technology personnel) any information (password, shared secrets, private portion of a public key encryption service) used to access information technology resources at the HAM-TMC Library
- Exceeding authorized access to HAM-TMC Library information technology resources. This includes, but is not limited to:
 - The Library's network equipment or systems
 - Any other entity's network equipment or systems
- Knowingly create, distribute or launch computer viruses, worms, Trojan horses and other rogue programs
- Any attempt, successful or not, to deliberately or unreasonably obstruct other's work by causing a system to crash or otherwise degrade the performance of any information technology resource
- The use of third party vanity programs that are known to contain ad-ware or spy-ware. This includes, but is not limited to:
 - Hotbar
 - Emoticons
 - Weatherbug
 - Precision Time
 - Specialized DVD movie viewers such as Intermedia
- Loading any unauthorized software which conflicts with programs that are needed to execute Library duties

Commercial Endeavors

Employees may not make use of HAM-TMC Library information technology resources for personal financial gain or commercial purposes. This includes, but is not limited to:

- The exchange, for personal payment, of intellectual property or information from any source
- The posting of Library property to public auction boards
- The solicitation of work for pay for other than Library duties

Failure to Comply

Failure on the part of any individual to comply with these Acceptable Use Guidelines or the Acceptable Use Policy will not be condoned. Violations of this policy may result in seizure of information technology resources, suspension of access to any or all information technology resources, disciplinary action, dismissal and/or criminal prosecution. Please also consult the following state laws and regulations listed below that may also apply to the usage of information technology resources:

- [Section 39.02, Texas Penal Code](#); and
- [Section 33.02, Texas Penal Code, a provision of the Texas Computer Crimes Statute](#)

8.02 LAPTOP COMPUTERS (Updated 03/04)

The Library has laptop computers that can be checked out by Library staff for supervisor approved job-related activities.

Borrowing Policy

- Any staff member is eligible to check out a laptop computer.
- Computers are located in the Information Technology Department.
- Personal software may **not** be loaded onto the hard drive. Any special software required for the activity will be loaded by the Information Technology Department.
- The use of personal diskettes will be permitted provided they are cleaned of all viruses prior to each use. Instructions on how to use the virus scan and clean program will be provided.
- The standard borrowing period will be overnight or over-weekend except on special out of town presentations.

The Information Technology Department will administer this borrowing policy.

8.03 GRAPHIC STANDARDS (Updated 03/04)

The Library has a graphic standards policy which coordinates the use of graphic images that identify or represent the Library.

Library

Please use only these standard forms of the name when referring to the Library in print or presentations.

- Houston Academy of Medicine-Texas Medical Center Library
- Houston Academy of Medicine-Texas Medical Center (HAM-TMC) Library
- HAM-TMC Library

The HAM-TMC Library has an official logo. When printing in color, always use PMS Gold 871. This logo can be copied from: <http://homer/>



For PowerPoint slide shows, the Library logo should appear on every slide in any corner or as a watermark. Each presentation should include a title slide with the presenter's name, title and contact information. An example of a PowerPoint title slide and a template for subsequent slides can be found at: <http://homer/>

National Network of Libraries of Medicine South Central Region

The HAM-TMC Library is also home of the National Network of Libraries of Medicine South Central Region, which also has its own standards. These standards are set by the National Library of Medicine and must be strictly followed.

- National Network of Libraries of Medicine South Central Region
- NN/LM SCR
- Regional Medical Library
- RML

The NN/LM SCR has an official logo. When printing in color, always use PMS 288. The Complete NN/LM SCR graphic standards can be found at the URL below or contact NN/LM SCR office before using any form of the name.

<http://www.nlm.nih.gov/nno/logostandards.pdf>



John P. McGovern Historical Collections and Research Center

- John P. McGovern Historical Collections and Research Center
- McGovern Research Center after the first usage

Historical Research Center

- Historical Research Center
- HRC after the first usage

Shipping Address – (only for boxes of records, books & supplies)
8272 El Rio, Ste. 190
Houston, TX 77054-4635

Library Mailing Labels

Department Name
HAM-TMC Library
1133 John Freeman Blvd.
Houston, TX 77030-2809

8.04 MAIL SERVICE (Updated 03/04)

The Operations Department distributes and picks up mail from each department around 10:00 a.m. and 3:00 p.m., Monday thru Friday. Regular mail is metered and sent out each work day by 4:00 p.m. Outgoing mail requiring postage should be bundled with a department postage expense slip.

Inter-Institutional and interoffice mail is picked up at the same time by the Operations Department. The Library cannot meter personal mail using the Library's postage machine.

8.05 PUBLIC ADDRESS SYSTEM (Updated 03/04)

The Library's paging system should be used with discretion. Paging messages are broadcast throughout the Library. Too frequent use is disruptive. Full detailed instructions on how to use the public address system are printed in the [*Library's Disaster Plan*](#) and on the [*Library's Intranet*](#).

Paging Library Employees

The public address system should not be used to page library employees except in the case of a bona fide emergency where quick action is imperative and where a call to the responsible party's extension was unfruitful. Very few situations meet these criteria. Ordinarily such situations are limited to those in which there is an immediate threat to person, property, or the orderly functioning of the Library. Examples might include a broken water pipe or sewer line; a client creating a serious disturbance; a power failure (presuming the public address system is not affected).

The following situations are not appropriate for use of the paging system:

- book trucks needed in Circulation
- minor equipment malfunction
- supervisor needs to contact an employee
- delivery at loading dock

Most appropriate uses of the public address system for calling employees will be calls for Building Operations or other employees in an emergency situation.

General Announcements

Routine announcements at closing time are described in the manual of the Circulation Department.

It is occasionally necessary to make general announcements when it is important that all library clients receive certain information. These are unusual situations such as:

- early closing of the Library due to a inclement weather
- closing of garage 3 due to flooding threat

Such announcements will ordinarily be made by the Assistant Director of Circulation. In that person's absence, such announcements must be initiated by the person in charge of the Library at that time: the Executive Director, the Night Manager, or Circulation Manager.

Staff Use

The public address system should not be used to page clients. In the course of library business unless it is a medical emergency.

8.06 TELEPHONE USAGE (Updated 03/04)

The Information Technology Department is responsible for administration of the Library's phone system. The Library's phone system features an automated answering device. The Library's main phone number is (713) 795-4200. Additional training is available through the Information Technology Department.

Limit your personal phone calls. If you do not have a phone of your own, use the phone in the Staff Lounge--do not tie up your department phone.

8.061 LONG DISTANCE ACCESS CODES (Updated 03/04)

All Department Heads will be issued a long distance access code for their respective departments. Before a Department Head receives this code, a Long Distance Code Checkout Form ([see Appendix F, Form # 8.061](#)) must be completed.

At the Department Head's discretion, the code may be shared with department members who have a definite business need to use the code. Do not post codes by fax machines, phones, etc.

It is suggested (for the Department Head's protection) that a log of all departmental long distance phone calls and faxes be kept.

When an employee with the access code leaves the department or terminates with the Library, the Department Head has the option to have the code changed and should notify the Controller immediately of the need for a change.

If there is suspected abuse of this code, it is the Department Head's responsibility to investigate and report the results of the investigation immediately to the Controller. Failure to do so will result in disciplinary action.

Note: The same code applies to both international and domestic calls.

8.07 PURCHASING POLICY (Updated 03/04)

The authority to obligate the Library for the purchase of goods and services is primarily restricted to the Accounting Department.

The AP Accountant is responsible for purchasing for all departments. This policy provides for internal control over unnecessary or duplicated purchases, and allows us to purchase larger quantities at one time, helping us take advantage of discounts.

The purchase of computer equipment, whether for the Library or the NN/LM SCR contract: all requests must be approved and routed through the Information Technology Department. This policy is also true for the purchase of books and journals. All requests must be approved by and routed through the Collections Department.

Office and library supply catalogs from vendors such as Demco, Gaylord, Highsmith, Brodart, etc. are kept in the Accounting Department. Employees are encouraged when purchasing new items to use the catalogs, trade journals, personal contacts, etc., to complete requisitions. You may contact vendors directly for ordering, pricing, and shipping information, but an approved purchase order must be sent before obligating the Library for the item.

Purchase orders will be issued if either (1) the unit cost of any single item is \$50 or more, or (2) the total amount of the order is \$250 or more. Exceptions include service calls for furniture and equipment repair. Some vendors require purchase orders regardless of the cost or our internal

policy. The Controller will review the request and, depending on the nature of the request and the availability of funds, either prepare an order or discuss the request with the Executive Director. All purchases over \$500 require three quotes. Purchase orders totaling under \$1,000 are signed by the Controller. The Executive Director also signs orders exceeding \$1,000.

Blanket purchase orders may be issued when a series of purchases from the same vendor (example: copier paper) will be made during the course of the fiscal year. In that event, the blanket purchase order should be the aggregate amount to be purchased, and it is the responsibility of the end user department to determine what amounts are remaining at any time in the interim.

Do not place orders with sales people calling with "special deals." If they are library supplies, computer equipment, or something only used or ordered by your department, have them send samples, flyers, etc., and state our policy of not making purchase without prior authorization. Most of these calls can be referred to the Accounting Department.

If an item is overdue (taking longer to receive than normal), please follow up on your request. If your request was sent to the Operations Department initially, they will contact the Accounting Department regarding the status. Contact the Accounting Department if that is where the initial request was sent.

Any chemicals purchased by the Library should be noted as such and the Accounting Department should inform Human Resources immediately of the intent to purchase the chemicals. Chemicals will include, but are not limited to copy machine toner, cleaning supplies, binding supplies, etc. The purchase order should note that delivery of these items would not be accepted without an accompanying Material Safety Data Sheet. The Operations Department is responsible for sending the Data Sheets to Human Resources immediately upon delivery.

The packing slip (or in some cases the invoice) for deliveries received by a department other than the Operations Department, should be forwarded to the AP Accountant immediately.

8.071 SUPPLIES (Updated 03/04)

The Library no longer maintains an office supply inventory. An employee in each department has been designated to order items using Office Depot's website. If an item cannot be located there, utilize other websites or catalogs to define your order.

The supplies kept in standard inventory by the Operations Department are pre-printed items used by all departments: letterhead, #10 stationary envelopes, #10 window envelopes (regular and Inter-Institutional Mail), 9 x 12 envelopes (regular and Inter-Institutional Mail), 3 x 5 mailing labels, etc. Printer cartridges may be requested from the Information Technology Department.

8.08 LIBRARY SUPPORTED PARTIES (Updated 03/04)

The Library will support a farewell party for a departing employee who has worked here a minimum of two years up to a maximum of \$40.00.

Other Library supported parties should be planned in advance with approval from Administration prior the event date and a budget should be submitted. Advance purchases should be made at

Sams Club or charged on the Library's MasterCard which is held by the Operations Supervisor. These gatherings may be held in individual Library departments, Staff Lounge, or the open area on the street level.

8.09 MEETING FACILITY POLICY (Updated 03/04)

The Library's meeting rooms are available for use by Texas Medical Center institutions as well as by corporate and community groups for informational, educational, or cultural meetings and programs. The Library encourages the use of these meeting rooms as long as usage does not interfere with the normal functions of the Library. Reservations for use of meeting facilities by Library clients and staff are made through WebEvent (<http://webevent/webeventbasic/>).

Rules and Procedure

- Rooms may be used for educational, cultural, informational, or governmental/civic activities and may include public lectures, panel discussions, presentations, group discussions, workshops, and other similar functions.
- Programs involving sales, advertisement or promotion of commercial products or services; or programs sponsored by a business firm, regardless of purpose, are not prohibited; but may be subject to the pre-approval of HAM-TMC Library administrators.
- Users agree to abide by all Library regulations relating to the use of the facilities and accept full responsibility for all damages that the user might cause to the building and/or equipment beyond normal wear.

Statement of Declaration

Use of the meeting rooms does not imply endorsement by the Library staff or the Library's Board of Directors, of the viewpoints presented.

Charges

There is a charge for use of meeting rooms by non-Texas Medical Center institutions. Payment must be received at the HAM-TMC Library Administrative Office prior to occupancy of the room. This office is open Monday through Friday from 8:00 A.M.- 4:00 p.m.

Payment is expected 2 weeks within the submission request in order to confirm reservation. Failure to pay within that time frame will result in the cancellation of the reservation. All fees are non-refundable. Reservations may be made by contacting the Library at 713-795-4200 or by completing the online [form](#).

Conditions of Use

- Meetings must end on time so that the room can be cleared or prepared for other meetings. The meeting room must be vacated at least 30 minutes before library closing time.

- Groups who use the library rooms may serve light refreshments (note: alcoholic beverages are prohibited). For any event at which food will be served, catering must be supplied by a Library approved caterer.
- **NO drinks and/or food allowed in the Classroom.**
- The group is responsible for leaving the room in the condition in which it was found. Charges will be assessed for damages or required extra cleanup.

Equipment and Media

The Street Level Conference Room is equipped with the following:

- One workstation, High Speed Internet Connectivity
- Proxima Projector
- Microsoft Office Suite, which includes Word, Excel and PowerPoint

The Street Level Classroom is equipped with the following:

- Twenty-four workstations, one instructor workstation
- Printer
- Proxima Projector
- Projection Screen

Access to Computer applications and Internet

The Classroom's 24 workstations and 1 instructor workstation are all equipped with the following:

- Microsoft Office Suite, which includes Word, Excel and PowerPoint
- High speed Internet connectivity. (Netscape/Internet Explorer)
- Other Software

The library cannot provide operators for this equipment. If instruction is required for equipment operation, it is suggested that a representative of the group set up an appointment with the appropriate library staff in advance.

Software Policy

Additional software can be added if advance notice is given at least 1 month prior to scheduled meeting. A representative of the institution reserving a room must provide any additional software to the Information Technology Specialist along with current licenses. Depending on the complexity of the process of adding the software, the representative will be required to assist in loading the software.

Signs

Signs, working papers or posters may not be attached to the walls of the meeting rooms. Any additional signs or posters placed anywhere in the building must be approved by Library administration or the librarian-in-charge.

Easels and display panels can be requested or placed in the library. The library is not responsible for either returning or protecting this material but, in general, all displays are in general view of staff and thus protected.

Statement of Liability

The Library will not be held liable for any injury or harm of any person(s) using the facility.

8.10 PARKING VALIDATIONS (Updated 03/04)

The Human Resources Specialist keeps parking validation tickets which can be used to validate parking in all of the TMC garages.

The garages are owned and operated by Texas Medical Center. The Library pays for validated parking at the regular hourly rates. Consequently discretion must be used when validating parking.

We will validate parking tickets for:

- librarians and those in related jobs visiting the Library for business purposes such as attending meetings of professional or working groups
- leaders of workshops, seminars, and similar library-sponsored activities; and invited speakers
- professional guests of the Library, at the request of any department head
- job applicants who have been scheduled for interviews
- others at the discretion of an Associate or Executive Director

We do not validate parking for:

- salespeople
- regular service providers (photocopy repair people, phone repairmen, contractors, etc.)
- staff, except for those occasions when they bring their cars to use for library business

8.11 GRANT & FUNDING PROCEDURES (Updated 03/04)

All library grants or funding proposals shall be submitted to the Library's Development Office. This office will assist with budget preparation and be responsible for obtaining any needed salary information. Request for assistance should be made well in advance of due dates to expedite the grant proposals submission. The officer will also review the grant for appropriate or required signatures and support letters.

8.12 LAW ENFORCEMENT GUIDELINES (Added 06/04)

The HAM-TMC Library abides by the ALA Codes of Ethics, in which Section III states:

*We protect each library users right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.*¹

The Texas Open Records Act (<http://www.oag.state.tx.us/opinopen/openlaws.shtml>) requires that records of publicly funded institutions make all records accessible to the public. Section 552.124 makes the exception of library circulation records.

There are different types of requests from law enforcement, including subpoenas, warrants and warrants issued under the USA PATRIOT Act. In the HAM-TMC Library, the Executive Director is the designated official to receive a subpoena or warrant. In the absence of the Executive Director, the Associate Director, Public Services & Operations and the Controller serve as backup. Non-essential staff should stay out of the way of the agents. They should not attempt to answer questions or converse with the agents. There is no such thing as an informal conversation with law enforcement.

During a Visit

If law enforcement officials enter the Library and demand seizure of library property or records:

- Ask for identification (badge and business card).
- Ask for a 30-45 minute delay to contact designated personnel and for her/him to get to the Library, if after hours. As long as records are not in the process of being destroyed, the delay will most likely be granted.
- Contact the Executive Director or designate immediately. The Manager on duty should have all contact numbers.
- Ask for a copy of the subpoena or search warrant.
- Escort the agents to a private area, either the Circulation office or Administration.
- Call the local office to verify that this is an official visit.
 - FBI—713-693-5000
 - HPD—713-222-3131
 - Harris County Sheriff—713-221-6000
 - Texas Rangers— 281-517-1400
 - US Marshals—713-718-4800
- Executive Director or designate should meet with the agent only in the presence of legal counsel or at least with another library employee present to act as a witness, if necessary.
- Determine if the agent has a subpoena or a warrant.

If the court order is in the form of a **subpoena**:

- Legal counsel should examine the subpoena for any legal deficit, including the manner in which it was served on the Library, the breadth of its request or an insufficient showing

¹ <http://www.ala.org/ala/oif/statementspols/codeofethics/codeethics.htm>

of probable cause made to a court. If a deficit exists, counsel should advise on the best method to resist the subpoena.

- Ensure a judge or magistrate has signed the subpoena.
- Through legal counsel, insist that any deficit be corrected before releasing records.
- If disclosure is required, ask the court to enter a protective order (drafted by legal counsel) keeping the information confidential and limiting its use to the particular case. Ask that access be restricted to those working directly on the case.

If the court order is in the form of a **search warrant**:

- Unlike a subpoena, a search warrant is executable immediately. The agent or officer might begin a search of library records as soon as the Executive Director or designate is served with the court order.
- Ask to have counsel present before the search begins in order to allow counsel the opportunity to examine the warrant and to assure that the search conforms to the terms of the warrant.
- Cooperate with the search to ensure that only records identified in the warrant are produced and that no other records are viewed or scanned.

Special Considerations of the USA PATRIOT Act (Public Law 107-56)

The USA PATRIOT Act is an acronym for Uniting & Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism. Enacted on October 26, 2001 in response to the bombings of September 11, 2001, the Act gives **federal law enforcement** greater authority to fight terrorism. Libraries of all types are affected by Section 215 of the USA PATRIOT Act, which allows access to records under the Foreign Intelligence Security Act (FISA). Specifically, Section 215:

- Allows an FBI agent to obtain a search warrant for “any tangible thing,” which can include books, records, papers, floppy disks, data tapes and computers with hard drive.
- Permits the FBI to compel production of library circulation records, Internet use records and registration information stored in any medium.
- Does not require the agent to demonstrate probable cause, the existence of specific facts to support the belief that a crime has been committed or that the items sought are evidence of a crime.
- Does not allow library staff or counsel to disclose (**under penalty of law**) the existence of the warrant or that the library had been visited by the FBI to anyone, including the staff member or client in question.

Only federal officials (FBI) can act on the USA PATRIOT Act, and they must present a warrant issued by FISA. If state or local officials demand seizure of property or records, or if any law enforcement official presents a subpoena, the Library is allowed to contact legal counsel before acting.

If the court order is a **search warrant issued under the Foreign Intelligence Surveillance Act (FISA)**:

- The procedures for a regular search warrant still apply however; a search warrant issued by a FISA court also contains a **gag order**. A gag order means that no person or institution served with the warrant can disclose that the warrant has been served to anyone or that records have been handed over pursuant to the warrant.
- All Library staff must comply with a gag order. No information can be disclosed to any other party, including the client or staff member whose records are subject to the warrant.
- The gag order does not change the Library's right to legal representation during the search. The Library can still seek legal advice concerning the warrant and request that counsel be present during the actual search and execution of the warrant.
- If the Library does not have legal counsel available, contact the Freedom to Read Foundation at 800-545-2433 x4223, who will contact their legal counsel Jenner & Block. Do not inform the Foundation on the nature of the call. Such action would violate the gag order.

After a Visit

- Review the court order with counsel to ensure that the Library complies with any remaining requirements, including restriction on sharing information with others.
- Document the visit with all involved, including anything that was seized. Store the documentation in a secure file.
- Review Library policies/staff response and make any necessary revisions in light of the experience.
- Be prepared to communicate with news media. Develop a public information statement detailing the principles upholding library confidentiality and any gag orders.
- Document expenses such as rental of replacement computer equipment. In some cases, reimbursement might be possible.
- If possible (and not violating any gag order), notify the American Library Association Office of Intellectual Freedom (800-0545-2433 x4223) about the experience.