Oregon State Library Policy	
Remote Desktop Sessions	
Approved by: Mary Kay Dahlgreen	Date: 7/18/16

Policy Statement: The purpose of this policy is to provide guidance for the staff of the State Library when scheduling and participating in a remote desktop session with a user, and to act as a disclaimer that is agreed upon by the user prior to the session.

Authority: Oregon State Library

Applicability: All State Library staff and volunteers

Attachments: None

Definitions:

Mouse Control: The ability to control the functions and operation of a computer mouse.
Remote Desktop Session: A scheduled interaction between a staff member and a user where the user agrees to screen sharing and mouse control sharing with the staff member via an online tool.
Screen Sharing: When what a user sees on their computer screen at home is mirrored on a staff member's screen.
User: Any person who uses a State Library service, or their representative.

Policy:

The State Library engages in remote desktop sessions with users in order to provide support for web-based tools provided by the library or its affiliates. Staff will provide support for users who already have the necessary computer skills but who have encountered a problem they cannot solve while using the aforementioned web-based tools. Staff are not expected to teach general computer skills.

When scheduling and participating in a remote desktop session, staff will only use agency-approved remote desktop applications. Because some remote desktop applications require a download onto the user's computer, the user accepts full responsibility for any issues or damages that may result from initiating a download from the internet. The State Library accepts no responsibility for any issues or damages that result from downloading a remote desktop application.

A user is also knowingly allowing staff to share control of their computer, limited to screen sharing and mouse control. The remote desktop session connection between the user's computer and the staff member's computer is temporary and limited to the duration of the session. In order ensure privacy, once a session has been ended, the connection for that session between the user's computer and the staff member's