



Montana Department of LABOR & INDUSTRY

JOB SERVICE ACCEPTABLE USE POLICY

PURPOSE:

Job Service exists to assist the public in seeking and obtaining employment (MCA 39-51-307). Job Service resources, including computers, landline telephones, and fax machines, are made available to the public to use for activities related to job search, unemployment insurance, career planning and other related purposes. This policy identifies the general scope of authorized and acceptable resource use.

SCOPE:

This Policy provides guidance to Job Service Montana staff regarding the appropriate and authorized use of Job Service Montana resources, particularly publicly accessible computers, landline telephones, and fax machines, available in local Job Service offices.

POLICY:

Job Service resource computers, landline telephones, and fax machines are provided to the public to use for activities related to job search, unemployment insurance, career planning and other related purposes.

These activities and purposes generally include:

- Creating and editing resumes and cover letters and completing job applications
- Searching for and researching potential employers
- Communicating with
 - potential employers
 - the Unemployment Insurance Division for anything related to filing an initial or ongoing claim
 - partner agencies including filing applications for benefits
- Skill assessments including tests for job applications
- Career planning and research

This policy is to be interpreted and enforced by Job Service Montana staff. Enforcement of this policy includes periodic monitoring of computer, phone, and fax use by individuals. If Job Service Montana staff observe an individual engaged in inappropriate computer use, such as viewing websites of a pornographic nature or those unrelated to job search, staff are authorized to inform the individual that the activity must cease immediately. In general, for a first infraction, customers should be asked to resume appropriate activities. For a second infraction in the same day, customers may be asked to leave the Job Service office for the remainder of the day.

Please note that asking a customer to leave a Job Service Montana office is a serious measure and should be undertaken only in consultation with the supervisor of the local Job Service Montana office. Additionally, all such actions should be formally documented in the supervisor's notes.

-This Policy is available in other formats upon request-