
Chautauqua County Workforce Investment Board

Policy Name: Resource Room Policy
Effective Date: 4/1/06

Policy:

Chautauqua Works offers the use of our resource room to the public, free-of-charge. Our Resource Room includes computers, telephone, facsimile, and copy machines, paper, postage and job search assistance. The Resource Room is to fully assist the job seeker with an office-type environment wherein he/she has the technology needed to fulfill a thorough, complete job search.

Telephone Use:

Telephones can be utilized, *free-of-charge*, for job search related matters connected to contacting an employer about a job opening, interview status, or any other job search related matter. Long distance calls are upon completion of the telephone log (on the attached sheet) including the company, contact name, phone number and written related business for which the call is being made. Chautauqua Works reserves the right to enforce proper use of the long distance privilege and will make follow-up phone calls to ensure the matter is job search related.

No international phone calls may be made without the prior approval of the Director from Chautauqua Works or the Executive Director of the Workforce Investment Board.

If abuse of the above privilege is founded, you will be banned from further use of our Resource Room at Chautauqua Works in both the Dunkirk and Jamestown locations in Chautauqua County.

Facsimile Machine:

The facsimile machines can be utilized, *free-of-charge*, for job search related matters connected to contacting an employer about job openings, faxing cover letters and resumes.

Due to the fact that the Resource Room facsimile machine also receives business related faxed information, please note the confidentiality associated with received faxes. If a facsimile is received while you are at/near the machine, please hand to the Resource Room Specialist as soon as possible for proper handling of the document.

Photocopier Use:

The photocopy machines can be utilized *free-of-charge*, for job search related matters connected to making copies of cover/interest letters, resumes, references, possible job orders, and envelopes. The paper associated with making copies is also provided *free-of-charge*; therefore, we expect the amount of supplies being used to be fair and reasonable as well as limited to job search matters. No personal use of photocopy machine is allowed.

Postage Use:

The postage meter can be utilized, *free-of-charge*, for job search related matters connected to mailing cover letters, applications, resumes and/or letters of interest as well as thank you/follow-up letters. Please take your envelopes and/or materials connected to job search needs to the Resource Room Specialists who will ensure proper postage and handling of your materials that will be placed in the outgoing mail for that day.

Computer Use:

The computers in the Resource Room can be utilized, *free-of-charge*, for job search related matters connected to searching for employment, emailing resumes, cover letters or follow-up requests for possible job leads. The paper associated with printing copies is also provided *free-of-charge*; therefore, we expect

the amount of supplies being used to be fair and reasonable as well as limited to job search matters. No personal use of printers is allowed.

NO offensive, pornographic or potentially harmful website browsing will be tolerated. Chautauqua Works reserves the right to monitor website usage.

If abuse of the above privilege is founded, you will be banned from further use of our Resource Room at Chautauqua Works in both the Dunkirk and Jamestown locations in Chautauqua County.

Customer Expectations:

Our Resource Room is open from 8:30 a.m. until 4:30 p.m. Monday through Friday and offered to the public.

While utilizing our services, please ensure respect towards other customers utilizing our services. This includes, but not limited to, proper respect (both verbal and written) towards staff and other customers. Our Resource Room is an office-type environment; however, we will not tolerate inappropriateness of customers through signs of aggravation, anger or yelling towards staff and/or other customers.

No customer is authorized to call employers and/or contact businesses on behalf of Chautauqua Works nor can our Resource Room be utilized for running a personal business or as a consulting agent.

Chautauqua Works firmly believes in quality customer satisfaction. If you believe, at any time, that you have received improper treatment while utilizing our Resource Room, please ask the Resource Room Specialist/Attendant for our Grievance Policy that will further outline your rights/assurances as a customer as well as the proper steps for you to take to receive resolution of the matter.

Approved: 4/1/06
Revised: 3/12/09
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