



## Resource Lobby Customer Activity Monitoring

### WorkSource Northwest Resource Lobby Guidance:

*"The Resource Lobby is for Job Search, Career Exploration, Training Research and Unemployment Insurance."*

These guidelines are communicated to customers via the:

- Monthly calendar of events
- Center's general information flyer
- Screen saver on lobby computers
- WorkSource Membership System login screen
- TourWorksource.com

### Computer Monitoring Software:

VNC software is a tool to aid Center staff in monitoring customers' appropriate use of these resources. The software allows the staff to view computer workstation screens and identify customers using inappropriate websites or conducting business outside the scope of service (e.g. lengthy personal e-mails, shopping, gaming, chat rooms, dating, social networking not associated with career/job search, pornography, etc).

### Responsibilities of the Front End Resource Specialist:

- A primary responsibility of the Resource Specialist is to communicate and maintain Center policies in a polite and professional manner.
- Monitor customer use of computer resources in the lobby.

### Methods for Implementation of Activity Monitoring

- Be careful not to jump to conclusions<sup>1</sup>; when a questionable site or activity is suspected, enlarge the screen and observe it closely to determine what the customer is doing.
- If a customer is using software or the internet for activities outside of its intended use, approach the customer and ask to talk with them privately (move away from other customers in the immediate area). Ask about the nature of her or his work and then determine if it is necessary to remind the customer of our policy.
- Use the opportunity to remind/inform the customer of our policy, and allow them the opportunity to be successful.
- Keep the interaction positive, informative and professional, not confrontational.
- After informing a customer of the policy, continue to monitor the activity to ensure they are working within the scope of our resources.
- If the customer continues with inappropriate activity, advise the Center Manager about the customer's behavior and your interaction with the customer. (*If unavailable*: other One-Stop Operator management staff, *if unavailable*: ESD management staff.)
- If you discover a serious misuse of resources, e.g. pornographic sites, contact the Center Manager immediately and without making contact with the customer.
- Temporary or permanent termination of WorkSource services is done only by the Center Manager. (*If unavailable*: other One-Stop Operator management staff, *if unavailable*: ESD management staff.)

<sup>1</sup> Many customers are learning and developing computer skills. They may inadvertently click a link that takes them to a site, but within a minute or so leave it. Be aware that you might see pop-ups, which customers close or ignore. These do not require an interaction on your part.

# How to Run the VNC Program From the Whatcom Lobby Resource Specialists' PCs

## To view all lobby computers in the lobby

- Double click on “View All Lobby Machines” shortcut.
- Click “Yes” to continue operation.
- The program should open all the lobby computers that are powered on.
- You can organize the “Lobby Computers” on your desktop.
  - Simply drag the windows screen across your desktop to set the size.

## To view a lobby machine full screen

- Double click on “Enlarge Lobby Window” shortcut.
- Type in “02” to “23” to view the lobby machines.
- Type in “ADA01” or “ADA02” to view the ADA machines.
- Type in “UP01” to “UP03” to view the standup machines.