

5.5 Computer and Internet Use Policy

Pella Public Library

Adopted 9/11/01; Last revised 5/12/15.

In accordance with the mission statement and goals of the Pella Public Library, Internet access is provided to library patrons.

Because the Pella Public Library has no control over what is available on the Internet, ideas, information, images and opinions on the Internet are beyond the scope of the Library's collection, mission statement, selection criteria and collection development policies. Due to the nature of the Internet, the Library assumes no responsibility or liability for any information, ideas, images or opinions displayed through the Internet.

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain personal information about the user and/or his/her activities. The Pella Public Library does not recommend conveying any personal information over the Internet and as such, is not responsible for any consequences that may occur if personal information has been conveyed over the Internet.

General Internet Use

All users of electronic information resources such as the Internet are expected to use these resources in a reasonable manner that is consistent with state and federal law and the educational and informational purposes for which these resources are provided. The Internet is to be used for educational, informational and nonviolent recreational purposes only. Use of the Internet for illegal or unethical purposes is forbidden.

Individuals will lose their computer use privileges if they intimidate or otherwise discourage other users from exercising their right to use the computer.

Persons using any computer equipment agree not to make any changes in the setup or configuration of the software or hardware. Altering software programs, altering attached computer peripherals, damaging any software or hardware, attempting to modify or gain access to files, directories, networks, databases, passwords or data belonging to others, or misrepresenting oneself to another user or staff will not be tolerated. Any attempts to violate computer system security, network security, computer accounts, access codes or passwords will result in loss of computer use at the Library.

Users are forbidden from sending, receiving or displaying text, graphics or images that may be considered obscene. Under Iowa law, it is a misdemeanor to display obscene materials to minors. Pella Public Library users are subject to Federal and State legislation regulating Internet use. Use of the Library's Internet services for illegal purposes is prohibited and may result in prosecution.

The Pella Public Library assumes no responsibility for any direct or indirect claims, damages or costs sought by users or third parties arising from its provision of Internet access.

Any and all fees incurred while using the Internet at the Public Library will be billed to the user.

Users understand that all Internet and computer resources are shared and the rights of other users must be respected. Users must refrain from violating other users' privacy or disrupting other users in such a manner as to prevent them from using the Internet.

Reservations and Signing-In

A library card is required for computer use. Infrequent or out-of state users may leave a valid photo ID at the desk in exchange for the use of a Guest card. A typical session is 1 hour, which may be extended if no one is waiting for a computer. In-person and phone reservations will be accepted for the same day only. Reservations for computer time will be honored up to 10 minutes after the start of the time slot, at which time the computer will be available for another user and the reservation will be cancelled. Any computer that is not reserved can be used on a first-come first-served basis.

E-Mail

The Library does not provide e-mail accounts to users. Users with existing e-mail accounts may access their accounts through the Library's Internet computers or wireless connection. Users may also set-up new Web-based e-mail accounts (e.g. Hotmail, Yahoo, etc.) through the Library's Internet computers or wireless connection. Due to the variety of different types of e-mail accounts, it is the user's responsibility to know how to access their e-mail account.

Monitoring

The Public Library recognizes and strives to protect patron rights to privacy and confidentiality. The library does not maintain a history of our individual customers' computer use. The library does not store any information, including web sites visited, passwords or credit card numbers, or any other information a customer has entered. At the end of the business day, all customer computer use and reservation records are erased. Internet use may be temporarily monitored by Library staff if staff believe the Internet is being used for illegal purposes or in violation of this policy.

Printing

All printouts are generated at the Print Release station. Users are responsible for allowing sufficient time for printing before the library closes. Wireless users may print by installing the Wireless Printing Client available on the library website. See the Fines & Fees Policy for printing charges.

Downloading and Uploading

The library's computers are equipped with a variety of floppy, CD-ROM, and DVD drives and USB ports. Patrons are free to use the available drives for uploading and/or saving data. Patrons cannot permanently save any file to the library computers. Files must be saved to removable media. It is the user's responsibility to ensure only authorized copies of copyrighted or licensed software or data is downloaded. The

Library is not responsible for software licensing violations or copyright infringements. Any downloading of data to any removable media must be completed within the time frame of the 1 hour reservation. Downloads which run over the reserved time period may be terminated to allow another patron to use the computer. The Pella Library does use virus protection on all of its computers; however, the Library is not responsible for any viruses downloaded to a removable media from the Internet or any part of the computer or network. Intentional transmission of computer viruses by a patron is illegal and will not be allowed.

Damages and other Costs Incurred

The Library is not responsible for damage to any patron's disk, other removable media, or computer or for any loss of data, damage or liability that may occur from patron use of the Library's computer. Accessing any service which incurs a cost will be charged to the patron. Any damages to Library computer property will be charged to the individual.

Internet Content Filtering

Computers in the Pella Public Library use Internet content filtering software to provide some control over obscene and objectionable material available on the Internet. Due to the inherent limitations of Internet content filters, the Library makes no guarantees that obscene or objectionable material can not be accessed or displayed on any computer monitor. As such, the Pella Public Library assumes no responsibility for the accuracy and effectiveness of any installed Internet content filter. Adult users (age 18 or older) have the right to ask for the filter to be turned off during their session.

Use of the Internet by minors

The Pella Public Library assumes no responsibility for the use of the Internet by minors. The Library recognizes that the use of the Internet can pose some risks to minors, but the Library does not serve *in loco parentis* (in place of a parent). It is not possible for the Library to control specific information minors may locate on the Internet. Filtered Internet access is offered by the Library, but Internet content filters do not ensure that minors will not access inappropriate material. The ultimate responsibility for what minors read or view on the Internet rests with parents or guardians. The Library cannot guarantee the safety and security of minors when using electronic mail, chat rooms and other forms of direct electronic communication. Disclosure of personal information by minors is discouraged.

Assistance

Library Staff may assist computer and Internet users as time permits. Due to the variety of different Internet and computer applications available, staff may not be familiar with the application the patron wishes to use. Because of this limitation, library staff may not be able to provide technical support.

Noise

Headphones are available for checkout at the Circulation desk and these headphones should be used when listening to any computer generated sound. Patrons who produce

computer-generated noise at a level disturbing to others will be asked to borrow and use a pair of headphones from the Circulation desk. Continuous noise violations will result in the patron(s) being asked to leave the Library.

Penalties

Misuse or abuse of any computer terminal, software or Internet access will result in the following disciplinary actions:

- 1st Offense: User is asked to stop and/or leave the library
- 2nd Offense: Loss of internet access for a temporary period (1-6 months)
- 3rd Offense: Permanent loss of Internet access

Additional disciplinary actions may be assessed at the discretion of the Library Staff and/or Library Board of Trustees.

Note: Financial charges may be assessed for any or all damages in addition to loss of Internet access. Users may be responsible for any administrative costs associated with mitigating a security breach which they knowingly caused, such as the cost of replacing a library card number stolen from another user.

Wireless Internet Access

Security Concerns:

- The Pella Public Library's wireless Internet access is not secure. Information sent from or received by your wireless device can be captured by another wireless device within range of the transmission.
- You are responsible for having antivirus software installed on your wireless device and ensuring that it is operational, configured properly, and up-to-date.

Disclaimer

- The Pella Public Library is not responsible for any changes you make to your equipment, any damages that may result on your equipment, or any viruses or stealth software you may contact while using our wireless Internet access.
- The Pella Public Library cannot guarantee your hardware or software will work with our wireless connection. The library staff cannot provide technical support and are not responsible for getting your hardware or software to work.