Numbers: 405
Section: Public Policies and Procedures
Subject: 405   Internet & Computer Policy
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Adopted: Board Approved: 9-12-07, revised 11-14-07.

405-Internet and Computer Use Policy

In support of our mission statement, the Northeast Ottawa District Library offers materials and services that enhance the lives of people in the community. The *Internet and Computer Use Policy* adheres to our mission and to the Library's continued commitment to and support of First Amendment rights, intellectual freedom, user privacy, compliance with all Federal and State laws (including the Children's Internet Protection Act and Michigan Public Act No. 212 of 2000) regarding library materials (electronic or otherwise).

The *Internet & Computer Use Policy* should be read carefully as it explains the services available to the library user; the responsibilities and expectations when using these services; and the Library's responsibility in enforcing the policies.

Internet & Computer Use Policies & Procedures:

- Library computers are provided for public access to the Internet, the card catalog, reference databases, productivity software and educational games. It is the patron's responsibility to learn how to use and access these resources. Staff will provide limited assistance to patrons on how to use these resources by demonstrating basic computer skills and Internet searching techniques. Staff does not provide in-depth technology training, searching, or support. If patrons need more assistance than staff can provide, educational library materials, handouts, or web resources are available. However, the Library cannot guarantee that staff will be available to assist patrons at all times.

- The library's goal is to make the public computers available to as many patrons as possible. To accomplish this, the library controls the amount of time patrons can use the public computers on a given day. Maximum time limit per patron per day is two (2) 45-minute sessions. If additional time is needed, library staff may provide a patron with additional time provided no one is waiting. However, the patron's computer time will end immediately if the computer is needed by a patron who has not used his or her daily allotted minutes.

- Patrons must keep library fines under $10 to continue using the library's computers including Internet access. *(Approved at 7-8-07 board meeting. See attached minutes.)*

- A maximum of two (2) patrons per workstation is allowed. Additional patrons per workstation may be permitted if approved by library staff.

- In compliance with the Library Privacy Act, all computers in the library are configured to filter out obscene matter and sexually explicit material that is harmful to minors. However, the Library recognizes that no filter is 100% effective.

- Parents or guardians are responsible for their minor's reading, listening, and viewing of library material, including Internet usage and content. Unless there is a policy violation, Library staff will not prohibit Internet or computer usage by a minor.

- Unrestricted Internet access is available on library computers, upon request to staff, only to individuals 18 years of age or older and to minors under the age of 18 accompanied by and sitting at the workstation with their parent or guardian. Upon receiving such a request, the Library will disable the filter with reasonable promptness upon verification of the age of the patron, if necessary, by a driver's license or similar identification. Upon completion of the patron's session on the unfiltered computer, the patron shall notify staff to re-enable the filter.

- Internet access via Library computers, the computer network, and the Library's wireless connection is available during open hours unless the library is experiencing technical or other service difficulties.

- Software may not be installed or reconfigured on any public computers. Portable storage devices such as floppy disks and flash drives may be used for uploading, downloading, access and storage of data.

- Printing is allowed on a fee basis. Patrons are responsible for payment for all print jobs, including any mistakes. Staff is available to help patrons who need printing assistance.

- The Library is not responsible for the security of any personal information, files or communications disclosed on the Internet from the Library computers or personal computers using the wireless Internet connection; therefore, patrons proceed at their own risk.

- Due to technological limitations, all wireless access cannot be unfiltered.

By using the Internet at the Northeast Ottawa District Library, you agree to abide by the Internet Acceptable Use Policies and the Internet Use Disclaimer. Misuse of the computers or the Internet connection will result in the loss of your Internet and/or Library privileges.

405.1 Internet Acceptable Use Policy

All use of Library computers, computer networks, and wireless connections at the Northeast Ottawa District Library will be in accordance with this policy. Failure to abide by the Internet Acceptable Use Policy will result in the loss of Internet and/or library privileges.

Use of the Library's computers and Internet access will be guided by the following principles:

- Respect for the privacy of others. Patrons should be sensitive of others' values and beliefs when displaying potentially offensive information and images.

- Library patrons must respect intellectual property rights by obeying copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement lies with the patron. The library expressly disclaims any liability or responsibility resulting from such use.

- The Library's Internet computers are not to be used for commercial enterprises.

- Consideration for the security and functioning of computer networks and systems. For example, patrons will not use Library computers or networks in any manner that harasses other users, or causes harm to other computer systems or hardware. Examples of such programs are computer "viruses" and "worms".

- Library patrons must use the computers and equipment in a manner that does not damage the equipment or change the configuration of any of the software on these computers.

- All Internet users must also comply with the Library's *404-Rules of Conduct Policy*, which will be posted in the Library.

Unacceptable Use
- It is illegal to use the Library's computers and Internet connection for any purposes which violate federal, state or local laws, including, but not limited to transmission of obscenity, child pornography or defamatory speech. Any illegal acts involving the Library's computers or Internet connection may result in prosecution. The Library reserves the right to end an Internet session at any time.

- Michigan law requires libraries to restrict minors' access to obscene or sexually explicit materials harmful to minors. Except for parents and legal guardians, internet users will not permit any minor to view obscene or sexually explicit material that is harmful to minors.

- It is not acceptable to interfere with or disrupt network or wireless users, services or equipment. Disruptions include, but are not limited to: distribution of unsolicited advertising, propagation of computer worms and viruses, vandalizing the data of any other user and use of the network to make unauthorized entry to any other.

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- It is assumed that information and resources accessible via the Internet are private to the individuals and organization which own or hold rights to those resources and information, unless specifically stated otherwise by the owners or holders of those rights. It is, therefore, not acceptable for an individual to use the Library's computers and Internet connection to access information or resources unless permission to do so has been granted by the owner or holder of rights to those resources or information. Users must also respect the privacy of others by not misrepresenting themselves as another user; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not seeking illegal access to any computer system via the Internet.

- Malicious use of equipment is not acceptable. Use of the Library's Internet access and wireless Internet connection in a manner that significantly hampers others is not allowed.

Disciplinary Process:

For violations against the Library's *405.1 Internet Acceptable Use Policy*, the Library Director or library staff may restrict or deny access to the computers, computer networks, wireless access or library facilities with immediate dismissal of the patron from the premises; suspend the patron's access to library facilities for a set period of time; or deny access to specific services and/or programs pursuant the procedures set forth in the attached *400-Violations Policy.* If necessary, the local police may be called to intervene. The *400-Violations Policy* includes the right to appeal a decision to the Library Board.

Modifications to this Policy:

The Northeast Ottawa District Library will review this policy annually and reserves the right to modify this policy at any time.

405.2 Internet Use Disclaimer

The Internet and its available resources contain a wide variety of materials and opinions from varied points of view. Provision of access does not mean or imply endorsement or sanction by the Library of any of the information, images or commentary found on the Internet.

Since the Internet is a global, electronic network, there is no state/county/local control of its users or its content. It is not possible to use the same selection criteria which are used for other materials. In offering Internet connection, library staff cannot control access points which often change rapidly and unpredictably.

Users are responsible for the web sites they access and use the Internet at their own risk.

The Northeast Ottawa District Library assumes no responsibility for any loss or damages done directly or indirectly to personal data or equipment, or for any damage or injury arising from the loss of privacy arising from use of its World Wide Web server, wireless connection, or from its connection to other Internet services.

The accuracy of information gained through this source is the responsibility of each originator/producer. Therefore, the Northeast Ottawa District Library does not guarantee the accuracy of information obtained through the Internet. Patrons need to be good information consumers, questioning the validity and accuracy of the information they find. Often, the information is available in other resources at the Library.

Child Safety on the Internet

Parents or those responsible for minor children must assume responsibility for and monitor their children's use of the Internet through the Library's connection. Unsupervised use of the Internet may expose children to inappropriate or disturbing information even if the workstation is filtered; parents should discuss Internet use and its relation to family values and monitor their children's use of this resource.

Parents and children are strongly encouraged to read *My Rules For Online Safety available at http://www.safekids.com/kidsrules.htm)* and *Child Safety on the Information Highway* (available at www.safekids.com/child_safety.htm).

By using the Library's computers and Internet access, you are agreeing to abide by the Internet and Computer Policy and the Internet Acceptable Use Policy. As a library patron, I agree and acknowledge that the Northeast Ottawa District Library assumes no liability for any loss or damage done directly or indirectly to my data, personal computer equipment, or for any damage or injury arising from invasion of privacy in my computer accounts, programs, files, data, or in the case of minor children, for their access to inappropriate visual or other materials.

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