INTERNET & COMPUTER USE POLICY

GENERAL INFORMATION

The Internet is a resource that enables the library to offer information beyond the confines of its own collection. As such, Internet and computer access via desktop computers and wireless internet (Wi-Fi) is provided to library users.

The Library does not use filtering software on its Internet or wireless network. Users may encounter material they find offensive, objectionable, or of questionable accuracy. Just as the library does not endorse viewpoints expressed in books, films, or other materials in its collection, it does not endorse electronic information accessed via the Internet.

INTERNET ACCESS

At their own discretion, library users access the Internet and are responsible for the results of their searches and for evaluating the suitability and accuracy of the information they access. The quality, accuracy, and timeliness of information on the Internet varies from site to site, and sites may be controversial or of a mature nature. The library does not monitor, has no control over, and is not responsible for material on the Internet, including the links found on the Library's website.

All users are required to sign in to use a public computer and Wi-Fi. Patrons the ages of ten (10) to seventeen (17) must have permission to use the Internet. See Internet Safety For Minors for more information.

Computers will be available during library hours. All computers are available on a first-come, first-serve basis. Time on the Public Internet computers is limited to thirty (30) minutes. Staff may extend time at their discretion. All computers will be turned off fifteen (15) minutes before close. The Library reserves the right to disable a computer as needed.

Users must log out of their accounts at the end of their sessions.

RESPONSIBILITY OF COMPUTER USERS

The Graham Public Library requires computer users to respect the rights and sensibilities of all library users. Some Internet sites are inappropriate for viewing in a public setting. Users should refrain from the use of Internet sounds and visuals that may disrupt the ability of other library patrons to use the library and its resources. Library staff reserves the right to end Internet sessions and ask the user to leave the library if material displayed is deemed inappropriate for viewing in a public setting, or if patron behavior becomes inappropriate during computer use. (See also Illegal and Unacceptable Uses).

INTERNET SAFETY FOR MINORS

As is the case with all other materials in the Library's collection, responsibility for a minor's Internet use (either at a desktop computer or via Wi-Fi) rests with the parent or legal guardian.

The Graham Public Library assumes no responsibility for use of the Internet by children. It is not possible for library staff to control specific information children and youth may locate on the Internet. Library staff will not monitor the Internet sessions of minors, nor will they deem what is appropriate for them to view. It is the responsibility of ~~the user or~~ the parent or legal guardian to determine what is appropriate.

Children under the age of ten (10) **MUST** be directly supervised by a parent or guardian.

Patrons the ages of ten (10) to seventeen (17) must have parental permission to use the Internet. This is granted by the parent or legal guardian signing an "Internet Use Consent Form" at the library's circulation desk. Once the Consent Form is signed, the minor will receive a Parental Consent to Use the Internet card. Children must present their physical card at the time of sign in to use a Library computer. The Library requires parents/legal guardians to sign consent forms in person.

PRINTING

Users may print from Library computers, or via Wi-Fi, for a nominal fee. The printing charge is $.15 per side for black and white printing and $.50 per side for color printing. If a patron wishes to print on their own paper, charges will apply, and the paper must be standard weight and dimensions. Staff must load patron supplied paper into the printer. Print payments are made at the Circulation Desk.

The Library is not responsible for loss of data or formatting that may occur when printing.

SAVING FILES AND DOCUMENTS

Users are responsible for saving their own work; documents/files cannot be saved to a Library computer. The Library is not responsible for loss of data that may occur.

STAFF RESPONSIBILITIES

Library staff will provide general information to access the Internet. Staff are not allowed to directly or indirectly configure users' personal devices or to install software on patron owned devices.

Staff is responsible for providing basic computer assistance and training such as:

- Logging onto the computer

- Printing a document
- Opening/retrieving a document
- Identifying appropriate starting points for an Internet search
- Providing basic computer and printer maintenance including, but not limited to:
    - Refilling paper
    - Clearing paper jams
    - Replacing ink cartridges

Staff is expected to use their best judgement when setting limits on the amount of assistance given in providing in-depth instruction.

Hardware and software comfort levels vary among staff. Staff members will do their best to assist users with their needs, but not all staff may be able to assist them at the same level of expertise.

Staff should never:

- Fill out a job application for a patron
- Provide tax or legal assistance
- Post to social media on a patron's behalf
- Input or access financial information for a patron
- Provide opinions on personal matters

SOFTWARE AND HARDWARE

Library software is copyrighted and may not be reproduced. (See also Copyright). Users may not load their own or any other software on library equipment, such as downloading games on library computers. Users are not permitted to store any software or other data on the hard drives of the Library's computers or alter the programs or configurations currently installed on the systems. Anyone tampering with any Library hardware or software will be denied access to Library computers in the future, and also may lose their Library privileges.

WIRELESS INTERNET ACCESS (WI-FI)

The Graham Public Library provides unsecured, unfiltered wireless Internet access. This service is for patrons with wireless-capable devices and is intended to be available during the normal operating hours of the library. The library cannot guarantee that wireless service will be available at any specific time, nor guarantee Internet speed or the quality of the connection. Library staff, at their discretion, may limit use.

Individuals need to know how to connect their wireless device to a wireless network. Staff is not able to assist with setting up wireless Internet nor provide troubleshooting assistance on patron devices. The library cannot guarantee access to an electrical outlet for patron devices.

Wireless networks are not secure and use is at the individual's own risk. Virus, security, and privacy protection are the responsibility of the patron. The Library is not responsible for any damage to data files, alteration to file systems, theft of personal information or functionality of the device resulting from connecting to the wireless network. Any restriction or monitoring of a minor's access to the library's wireless network is the sole responsibility of the minor's parent or guardian.

Patrons using the wireless network must follow content guidelines outlined elsewhere in this policy. Abuse of privileges may result in loss or termination of computer access.

ILLEGAL AND UNACCEPTABLE USES

All users must observe all federal, state, and local laws and regulations, and may use the Library computers only for legal purposes. Examples of unacceptable uses include but are not limited to the following:

- Displaying of sexually explicit or pornographic materials
- Harassing of other users or violation of their privacy
- Libeling, slandering, or maliciously offending other users
- Violating copyright laws or software licensing agreements
- Attempting to crash, degrade performance, or gain unauthorized access to the Library's or other computer systems and networks
- Damaging equipment, software, or data belonging to the Library or other users.

Violations may result in the loss of Internet and/or library privileges. Illegal use of the Internet or Library equipment is prohibited and may be subject to prosecution by local, state, or federal authorities. Users are financially responsible for damage caused by use, misuse, or abuse of any Library equipment.

COPYRIGHT

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DISCLAIMER

Users access the Library computer hardware, software, and wireless network at their own risk. The Library is not responsible for equipment malfunction, loss of data, or any damages to the user's devices, data, or electronic transactions of any type which are related to the public use of

Library computer resources. Users should be aware that the Internet is not a secure medium and third parties may obtain information about users' activities. Electronic transactions and files may become public. Patrons are responsible for safeguarding their personal information and ensuring their personal devices have protection against viruses and malware.

In accordance with the Library's Patron Privacy and Confidentiality Policy, the USA Patriot Act, and Wisconsin Statutes 43.30, the Library will release records only as required by law.

COMPUTER MONITORING & VIOLATIONS

Library staff may monitor use of Internet workstations and networks when necessary to ensure compliance with this policy, protect system integrity, and maintain a safe and welcoming environment. The Library reserves the right to terminate a user's session without notice when necessary to enforce this policy or protect Library systems. Misuse of Library computers, Wi-Fi, or equipment, or violation of this policy, may result in loss of Internet privileges, loss of Library privileges, financial liability for damages, and criminal prosecution.

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