# COMPUTER & INTERNET USAGE POLICY

## General Statements Regarding Computer & Internet Usage

This Policy applies to public Library-owned computers, public wired local area network (LAN) connections, public wireless access and public internet connections available at the Library. It does not apply to staff LAN or internet connections (wired or wireless), iCube computers, staff computers, staff laptops, Library meeting room laptops or iCube computers.

- **Internet Access**
  The Library provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This Policy applies to both the Library-owned computers and wireless access available at the Library. Patrons can use their own equipment to access the Internet wirelessly.

- **Validity of Information**
  The Internet offers access to a wealth of information and Internet sites including useful ideas, information and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete or legal. Patrons will need to evaluate for themselves the validity of the information found.

- **Library Does Not Endorse Information on the Internet**
  Because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.

- **View Internet at Own Risk**
  The Internet may contain information that is controversial, sexually explicit or offensive. Patrons are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Patrons use the Internet at their own risk. Parents, guardians or caregivers of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.

- **No Liability**
  The Library assumes no responsibility for any damages to patron-provided devices, direct or indirect, arising from its connections to the Internet. Patrons use Library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to patron-provided devices, the patron's disks or data or electronic transactions of any type. The Library is not responsible for the loss of any portable media. The Library is not responsible for the possible interception of wireless connections, viruses or malware—nor the risks of transmitting personal data.

- **Respect Others**
  Because patrons of all ages, backgrounds and sensibilities are using the public computers, patrons are asked to be sensitive to others' values and beliefs when accessing potentially controversial information and images.

- **Use with Caution of Risks**
  Patrons are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use.

## Acceptable Use

All patrons using the Library's Internet connection and public computers are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy and the "Patron Behavior Policy."

- **Compliance with the "Patron Behavior Policy"**
  All patrons must comply with the Library's "Patron Behavior Policy," which is posted in the Library and on the Library's website. The same rules apply to the use of the Internet and public computers as with the use of any other Library materials.

- **Lawful Use**
  The Library's Internet connection and public computers must be used in a lawful manner and cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to (1) accessing materials that can be classified as obscene or child pornography; (2) gaining unauthorized access to or use of patron information or accounts; (3) engaging in identity theft; (4) engaging in civil rights violations; or (5) monitoring or capturing information regarding individuals and their use of the public computers or Internet illegally.

- **Prohibited Uses**
  The Library's Internet resources should be used for educational, informational, and recreational purposes only. The Library's Internet Access must not be used for personal profit or commercial activities, including the sale of goods and services or fund raising. The Library's Internet is intended for information gathering only.

- **Use Must Not be Harmful to Minors**
  Michigan law prohibits patrons from allowing minors' access to sexually explicit materials harmful to minors. Patrons will also not permit any minor to view sexually explicit material or any other material deemed harmful to minors.

- **Privacy: Unauthorized Access**
  Patrons must respect the privacy of others by not misrepresenting oneself as another patron; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.

- **Personal Information: Unauthorized Release**
  No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.

- **Intellectual Property**
  Patrons must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the patron. The Library expressly disclaims any liability or responsibility resulting from such use.

- **Public Computer Use**
  For the adult public computers, only one (1) person may use a public computer, except for: (1) a parent, guardian or caregiver assisting a patron, and (2) a person assisting another individual who lacks the knowledge to effectively use the public computer alone. However, in either case, both individuals must be seated. Upon request, staff may approve and allow additional patrons at a public computer.

- **Data**
  Patrons who wish to have a permanent record of their work need to save data on their own portable media. Public computers do not allow patrons to permanently save data to the hard drive.

- **Automatic Deletion of Patron's Saved Files & Printed Files**
  Saved files are automatically deleted at the end of a patron's public computer session and files sent to a public printer are automatically deleted overnight.

- **iCube Makerspace Computers - File Deletion**
  iCube computers are not protected by instant restore software. Files and browsing history are not automatically deleted after each use. iCube patrons are responsible for deleting personal files, designs, artwork, photos or other documents or Personally Identifiable Information (PII) on any iCube computer.

- **Meeting Room Laptops and Other Laptops - File Deletion**
  Meeting room or shared staff laptops are not protected by instant restore software. Files and browsing history are not automatically deleted after each use. Patrons and staff

using meeting room or shared staff laptops are responsible for deleting personal files, designs, artwork, photos or other documents or Personally Identifiable Information (PII) on any meeting room or shared staff laptops.

- **Personal Software & System Modifications Prohibited**
  Patrons will refrain from use of personal software, the attachment of equipment to the public computers (patron-provided mouse and keyboard are allowed) or networks (desktop network connections are allowed, if available) Patrons should not open staff access panels to connect to non-public network jacks or control panels. Patrons are not permitted to change the security setup, operating systems, the network configuration or any other configuration of any public computer without authorization.

- **Software Security Restrictions**
  Patrons must not use the Library's Internet connection to disseminate computer viruses, spyware and malware or to otherwise hack, harm or interfere with the use of any other computer system.

- **Damage**
  Patrons will be responsible for repayment of any costs to the Library for damage to public computers or systems.

## Procedure for Use of Public Computers

- **Availability**
  - The public computers are available for use by patrons if they are not being used for Library purposes, such as maintenance, classes, staff training or special programs. The Library reserves the right to have first priority of use for Library uses, sponsored events or co-sponsored events.
  - Patrons should be aware that there are some public computers that are limited to only the online public access catalog and are clearly marked.
  - Patrons must use a valid library card that is not blocked or a computer guest pass issued by staff.
  - Use of the public computers is available on a first come, first served basis. In the event that all public computers are in use, a waitlist will be created.

- **Staff Assistance**
  - Staff may assist patrons in getting started on the Internet. However, the Library cannot guarantee that staff will be available to assist patrons.
  - Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application.
  - When assisting patrons with public computers, staff will not enter personal information for patrons.

- **Printing & Payment**
  - Patrons using Library-owned or patron-provided equipment may print to the Library's public printers using Library-provided paper.

- ○ Patrons are responsible for all printing costs/printed pages and are encouraged to use "print preview" so they are aware of the number and format of pages to be printed.

- **Closing**
  - ○ All public computers are shut down five (5) minutes before the Library closes.
  - ○ Failure to leave a public computer upon the expiration of the allotted time is a violation of this Policy.

- **Meeting Room Laptops and Other Library laptops**
  - ○ Meeting Room laptops are available for use by staff and public meeting room renters and to certain guest library program leaders or participants. When not being used, meeting room laptops are locked in a meeting room cabinet or closet, or in the IT office. Other shared staff laptops are also locked in the IT office when not in use.

## Internet Filtering

- **Filtered Wired & Wireless Internet Access**
  To comply with the requirements of Michigan's Public Act 212 of 2000 ("PA 212"), all wired and wireless Internet access is filtered. The Library has installed a program on the internet connection that is designed to restrict minors from receiving obscene material or sexually explicit material that is harmful to minors as defined by PA 212. However, this software cannot block inappropriate social media or email content.

  Public computers are placed in high-traffic, visible areas of the Library. Public computers in the first floor Youth Area are reserved for children or adults accompanied by a child or parent, guardian or caregiver.

- **iCube Makerspace Computers — Filtering**
  iCube internet access may not be filtered to the same level that other Public computers are. Please see the "iCube Policy" for appropriate computer and internet usage in the iCube.

- **Meeting Room Laptops & Other Library Laptops — Filtering**
  Library wireless internet access on meeting room laptops is filtered. If the laptop is connected to a different wireless network, the content may not be filtered to the same level that other public computers are.

- **Responsibility of Parents, Guardians & Caregivers**
  As with other materials in the Library's collection, it is the Library's policy that parents, guardians and caregivers are responsible for ensuring that their minor child does not access inappropriate material on the internet and for deciding which resources are appropriate. The Library urges parents, guardians and caregivers to discuss Internet use with their children and to monitor their use of this educational tool.

- **Safety of Minors Regarding E-Mail & Other Direct Communications**
  The Library does not directly or remotely monitor anyone's use of the Internet nor does it prohibit the use of email, including by children. To the extent that the filters do not block email, it is the responsibility of the parent, guardian or caregiver to educate the minor on safety and security and monitor the use of these communications.

- **Access for Patrons Age 18 & Older**
  Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes. If a patron 18 years of age or older desires unfiltered Internet access, the patron may request staff to enter a bypass code.

- **Unblock Sites**
  The Library uses software to block sites that spread viruses, malware, spyware or programs that will damage or interfere with the use of the public computers or network. Individuals who believe an Internet site has been improperly blocked can request that the site be "unblocked." A decision on the site's status will be made by the Director, who will prepare a written reply to the individual submitting the form. Any decision to deny the unblocking of a site by the Director may be appealed to the Library Board within 10 days of receipt of the written reply.

## Disciplinary Process for Library Facilities

As stated more fully below for violations of this Policy, the Library Director or designee may restrict access to the Library with immediate dismissal of the patron from the premises, by suspending the patron's access to the Library for a set period of time or by denying access to specific services and/or programs pursuant to this Policy. If necessary, public safety may be called to intervene.

**Incident Reports:**
Staff will complete an Incident Report Form for any violation of this Policy resulting in a verbal warning or a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

**Violation of the Policy – Suspension of Privileges:**
Unless otherwise provided in this Policy, the Library shall handle violations as follows:

- **Initial Violation:** Library patrons observed violating this Policy will be asked to stop the violation with a verbal request. If the patron does not comply, the patron will be asked to leave the building for the day. If the patron refuses, public safety will be called.

- **Subsequent Violations:** The Director or Director's designee may further limit or suspend the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing specifying the nature of the violation. Subsequent violations of the same Policy shall result in additional suspensions of increasing length.

**<u>Violations that Affect Safety and Security:</u>**

Violations involving verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

- **Initial Violation:** Public safety will be called immediately. If the conduct constitutes a violation of local, state or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges in order to give the Library sufficient time to investigate the incident. After the investigation is completed, the Director or Director's designee may add additional time to the initial limitation or suspension period.

- **Subsequent Violations:** Public safety will be called immediately. If the conduct constitutes a violation of local, state or federal law, arrest or criminal prosecution may ensue. The Director or Director's designee may further limit or suspend the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

**<u>Reinstatement:</u>**

The patron whose privileges have been limited or suspended shall attend a meeting with the Director or Director's designee to review the "Patron Behavior Policy" before their privileges may be reinstated.

**<u>Right of Appeal:</u>**

Patrons may appeal a decision to limit or suspend privileges by sending a written appeal to the Library Board within ten (10) business days of the date the privileges were suspended or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

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