

## **SER 105A COMPUTER USE POLICY**

**March 14, 2018**

This Computer Use Policy is designed to provide all members of the public with fair, equitable access to computer services at all locations.

1. Sign Up - Patrons may sign up for an available computer either at the computer or at a Computer Sign up Station. If all computers are busy, patrons may reserve the next available computer at a Computer Sign up Station or seek staff assistance at a Service Desk.
2. Library Cards - A current, unexpired CADL library card is required to sign up for or use a computer. Temporary trial cards do not allow computer access. Patrons who have been referred to the collection agency will have computer access suspended until all charges related to the collection agency referral have been paid in full.

Library patrons must use their own library card to sign up for or reserve a computer. Patrons using another person's library card (with or without permission) will be suspended according to SER 103 Code of Conduct guidelines. Library cards are used to verify the age of the individual for filtering purposes and to track an individual's daily computer time.

In order to protect the owner's rights, cards that are used by persons other than the owner will be invalidated until the owner is able to show identification.

3. People without Library Cards - People without library cards may use an Express Computer or obtain a guest pass from a service desk.
4. Time Limits – Library cardholders receive up to 180 minutes per day across all CADL locations. The initial time limit may be either 30 or 60 minutes depending on the location. If no one is waiting, computer time may be extended up to the user's daily maximum. Those without eligible library cards may request a guest pass. Guest passes are allotted 30 minutes per day. The Library does not guarantee a specific amount of time for computer use.
5. Express Computers - Some libraries have computers that are designated as Express Computers. These computers are available on a walk-up basis for people who want to use the Internet for a brief period of time. These computers have a time limit of 15 minutes and may not be reserved. Library cards are not needed for these computers. Repeat use of Express Computers may be limited to ensure equitable access.

6. Specific Use Computers - Some libraries have computers that are designated for specific purposes such as microfilm viewing. Time limits on these computers vary from location to location.
7. Filtering - Some computers, those in children's areas for example, may be designated as always filtered. Other computers may be filtered or not depending on the age of the library cardholder. See SER 105 Internet Access Policy.
8. Privacy - The Computer Signup System tracks the amount of computer time that an individual uses during the day. It does not track the sites that a person visits. All personally identifiable reservation information is removed from the Computer Signup System at the end of each day.
9. Closing - Computers and printers shut down 10 minutes before the library closes.
10. Library Use - Library staff may reserve computers for classes, staff training, or special programs.
11. Headphones - Personal headphones are permitted but the volume must be kept low so as not to disturb others.
12. Multiple Users - Only one person may use a workstation except where parents or caregivers assist their child. Staff members, at their discretion, may approve or disapprove requests for multiple users.
13. Printing - The printing charge is 15 cents per page for black and white printing and 50 cents per page for color printing. Patrons are responsible for using print preview to determine the number of pages in the file before printing. Patrons will be charged for all pages printed whether they take them or not. Patrons may not use their own paper.
14. Saving Files and Documents - Patrons who wish to keep a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow users to permanently save documents or personal files to the hard drive.
15. Disclaimer - 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 the user's disks, data, or electronic transactions of any type. The Library is not responsible for the loss of any portable media.
16. Staff Assistance – Staff members are available to provide limited assistance with the library's digital collections, library software and library equipment. Users who need comprehensive training on library software or digital collections should

attend the Library's free computer classes or request an appointment at a particular branch.

17. Illegal and Unacceptable Uses - Patrons may use library computers only for legal uses. Examples of unacceptable uses include but are not limited to the following:
  - Attempting to crash, degrade performance, or gain unauthorized access to computer systems and networks.
  - Damaging equipment, software, or data belonging to the Library or other users.
  - Using the Internet for malicious purposes such as intentionally propagating a virus.
  - Sending unsolicited advertising.
  - Attempting to gain or gaining access to another person's files or authorization codes.
  - Using another person's identification, bar code or pin number, with or without permission.
  - Using, disclosing, or disseminating personal identification information regarding minors without parental permission.
  - Displaying obscene material, child pornography, or sexual content that might be harmful to minors.
  - Harassing other users with messages, prints, or images.
  - Libeling, slandering, or maliciously offending other users.
  - Violating copyright laws or software licensing agreements.
  - Violating federal, state, or local laws, regulations, or ordinances.
18. Exceptions - Staff members may make exceptions to this policy for unusual circumstances.
19. Obscenity/Child Pornography, and Related Issues - All of the above shall be defined and governed by reference to applicable local, state, and federal statutes, regulations, ordinances, and case law, as amended.
20. Compliance - Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws.

Any person denied access to the Library or its services may appeal the denial to the Executive Director. If the appeal is not resolved by the Executive Director, it may be submitted in writing to the Library Board.

The Library Board will provide the person with an opportunity to be heard before deciding the appeal.