SER 105B WIRELESS ACCESS POLICY
September 21, 2016

Capital Area District Libraries provides wireless access to the Internet in various ways. This policy explains the scope of and governs those various modes**.**

A. Policy Applicable to All Modes of Wireless Access

1. Disclaimer – Users access the wireless Internet at their own risk. The Library is not responsible for equipment malfunction, loss of data, or for any damages to the user's equipment, disks, data, or electronic transactions of any type. Users are responsible for and strongly encouraged to use appropriate and up-to-date security software on their equipment to prevent the infection and spread of computer viruses, Trojans, and other malware.

2. Illegal and Unacceptable Uses – Patrons may access the wireless Internet 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.

3. Staff Assistance – The wireless service has been designed to be easily accessed by a wide range of equipment. Staff will provide the information necessary for users to access the wireless network, and provide assistance in searching and using the library's online information resources.

4. 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.

B. Policy Applicable to CADL Wireless Service at Library Facilities

The Library makes wireless Internet available to visitors at each of its facilities on the following terms.

1. Authentication – A library card is not required. Users must agree to the Terms of Use outlined in this policy before being authenticated to use the wireless network.

2. Encryption -- The Library's wireless network services do not encrypt or secure data transfers beyond whatever encryption is provided by the web site or network service accessed by the user. The user accepts the risks and implications of the privacy and security measures employed (or not employed) by the web sites and network services s/he uses.

3. Available Network Services – The wireless service is designed to allow access to standard Internet functions—web sites, email, and FTP. At the sole discretion of the library, software that uses non-standard ports or that poses security risks may be blocked.

4. Devices – The wireless service is designed for use with devices that use standard 802.11 b, g or n protocols and have a standard web browser. Not all equipment will be compatible. Other devices may or may not work and are not explicitly supported.

5. Sound – Users may not play sound through speakers on their equipment. Personal headphones are permitted, but the volume must be kept low so as not to disturb others. Headphones may be purchased at the library.

6. Bandwidth Limitations – Network bandwidth is shared among many functions and the level of bandwidth available for wireless service is limited. The library does not guarantee any particular level of service.

7. Content Filtering – The wireless service is always filtered in accordance with SER 105 Internet Access Policy. If a user of the wireless service over the age of 18 wants to access content blocked by the filter, s/he may instead use one of the library's unfiltered computers.

8. Location of Service – The wireless service originates within the library building, but may not be evenly available everywhere within the library. It may also extend beyond the walls of the library. The Library does not guarantee any particular signal level inside or outside the library. Accessing the service beyond the library walls and property is acceptable, as long as the user agrees to and abides by the Terms of Use outlined in this policy.

9. Electrical Power – The library does not guarantee convenient access to electrical power plugs, so users should plan to use battery power with their devices. To the extent that electrical power plugs are available, users may connect their computer equipment to them, provided they do so in a safe manner that does not interfere with the ability of others to use the library. Users may not unplug any existing equipment, stretch cords across walkways, nor may they move furniture or sit on floors in such a way as to block or impede aisles or walkways.

10. Privacy – The Library does not track personally identifiable information in connection with the use of its wireless network, nor does it record the web sites visited by users. However, certain information necessary to provide the service (which might include, but is not limited to, the MAC address of the user's equipment's network interface, the IP address assigned to the user's equipment, and dates and times of use) is retained in various system logs for several weeks. This information is available only to a few staff and is not shared unless required by law.

C. Policy Applicable to Borrowed Mobile Hotspot Use

The Library loans devices (mobile hotspots) that provide wireless Internet access to WiFi capable devices.

1. Authentication – Hotspots are loaned to adult Library patrons in good standing. The person who checks out the hotspot is responsible for all uses of the device.

2. Available Network Services – The Internet service on the hotspots is provided by a third party cellular network provider. The Library does not restrict what services or ports are available as part of the vendor's standard service, nor does the Library guarantee any particular services or ports will be available.

3. Devices – The wireless service is designed for use with devices that use standard 802.11 b, g or n protocols. Not all equipment will be compatible. Other devices may or may not work and are not explicitly supported. The hotspot can support up to 10 device connections at a time.

4. Bandwidth Limitations – The speed and performance of Internet service on the hotspots will vary based on the strength and quality of the cellular signal available on the vendor's network at the time and location of use. The hotspots are provisioned with 4G service and there is no cap on total bandwidth. The cellular network provider actively manages its network resources and may slow down an individual connection when network congestion is present. Network service on the loaned device will be suspended when it becomes overdue.

5. Content Filtering – The Internet service on the hotspots is not filtered. Adults are advised to supervise minors whom they allow to connect to the hotspot. CADL is not responsible for the content accessed.

6. Location of Service – The Internet service on the hotspots is provided by a third party cellular network provider with coverage and availability throughout Ingham County. However, coverage is not guaranteed. An up to date coverage map is available via the library's web site.

7. Privacy – The Library does not track the use of the Internet on the hotspots. A link to the privacy policy of the cellular network provider is available on the library's web site.