

## **COMPUTER USE POLICY AND PROCEDURE**

### **Purpose**

Computers are offered to the public in support of the Library's public service mission, which is to provide information and resources to serve the needs of Wheaton residents. Wheaton Public Library (WPL) provides computer access to catalogs, databases, software, learning games and the Internet to all patrons. Public access computers are available to users subject to the limitations of space, equipment, time, personnel, and other resources.

### **Resources Available via the Internet and Other Electronic Information Networks**

Most resources available via the Internet and other electronic information networks are "global" resources rather than "local" resources. WPL provides a filtered access network on all computers. However, WPL does not and cannot control the information content available through global resources such as information obtained from outside sources via the Internet. Resources from electronic information networks enhance and supplement resources that are available locally within a library. Library users must be aware that WPL does not exercise control over information obtained via the electronic information networks and must keep in mind the following points when evaluating information obtained via these sources:

- Information obtained via the electronic information network resources may or may not be reliable and may or may not be obtained from a reliable source.
- Information obtained via the electronic information network resources may or may not be accurate.
- Information obtained via the electronic information networks may or may not be current or up to date.
- Links to information on the electronic information network resources may not always be valid, and particular information sites on the Internet may sometimes be unavailable and this unavailability often occurs unpredictably.
- Certain information obtained via the electronic information network resources may be considered controversial by some library patrons.

WPL urges patrons to be informed consumers and carefully evaluate information obtained via the electronic information network resources. Library staff members may be available to assist patrons in making judgments about the reliability or currency of certain types of electronic network resources, but are unable to provide definitive analysis of particular sources due to the extremely large variety and volume of information available via the electronic network resource.

**Parents or legal guardians, not Library Staff, are solely responsible for deciding which Internet resources are appropriate for their children.**

### **Responsibility of Patrons**

WPL cannot assure privacy or system security and is not responsible for damages, indirect or direct, arising from a library patron's use of electronic network resources. Patrons are urged to respect the sensibilities of others when accessing information that may reasonably be offensive to someone else. Viewing of material which may be disturbing or offensive to others within

viewing distance is prohibited. Absolute privacy in accessing and using the electronic information networks in the library cannot be guaranteed. There exists a possibility of inadvertent viewing by others. The "Patron Behavior Policy" applies to the behavior of patrons using the library's electronic information networks. Access, use or dissemination of information via the electronic information networks in the library is the responsibility of the patron.

### **Privacy of User Information**

WPL avoids collecting or maintaining records that could compromise the privacy of users. Nevertheless, users must also exercise caution when using the Internet to avoid unauthorized disclosure, use, and dissemination of personal identification information. Parents should caution their minor children which personal facts are not to be shared on the Internet. Nothing is saved on the public access computers. All information is erased when the user ends his session and the computer is restarted.

### **Use of Equipment and Networks**

WPL requires that Library patrons using the electronic information network resources do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks for any purpose which results in the harassment of other users and staff members;
- Destruction of, damage to, or unauthorized alteration of the Library's computer equipment software, network security procedures, or any activities which interfere with or disrupt network users, services or equipment;
- Use of electronic information networks in any way which violates a Federal, State, or local law;
- Use of electronic information networks in any way which violates licensing and payment agreements between WPL and network or database providers;
- Unauthorized duplication of copy protected software or violation of software license agreements;
- Violation of any copyright laws;
- Violation of system security;
- Behaving in a manner which is disruptive to other users, including, but not limited to overuse of computer equipment or bandwidth which serves to deny access to other users.
- Knowingly accessing with intent to view any material that contains an image of child pornography.

**Illegal acts involving library computer resources will be reported to the police and may be subject to prosecution by local, state or federal authorities.**

### **Patron Assistance and Instruction**

WPL staff may provide assistance to patrons in the use of electronic information networks as time and staff knowledge permits. It may not be possible for staff to evaluate or judge the

quality or merits of sites that the patron may access. Formal instruction in particular aspects of electronic information network use may be available.

### **Rules and Procedures**

Computer users are limited to three (3) uninterrupted hours of computer time per day. Users may extend their time by half-hour increments if no one is waiting. Game computer users are limited to 30 minutes per day. Reservations may be made in the library up to one week in advance using *PC Reservation*. Users are expected to know computer basics, including the use of a mouse. All computers offer access to the Internet and Microsoft Office software.

#### **Locations**

- Computers for all ages are located on the main floor.
- Computers for teens are located in Teenspace and may be used by patrons with a Young Adult or High School library card.
- Computers for children are located in the Children's Department and may be used by patrons with a Children's or Young Adult library card. Game computers with no Internet access are also available in the Children's Department.

#### **Logging In**

- **Wheaton Public Library cardholders** should log in with their library barcode number and PIN.
- **Library cardholders from another Illinois library** may register their card at the Check-Out desk and create a PIN. Once registered they should log on with their library card number and PIN.
- **Guest Passes** for one-day use are available at the Computer Services Desk.
- **Internet Use Only cards** are available to regular users with an ID. Once registered they should log on with their ID number and PIN. Internet Use Only cards expire after one year.

#### **Printing**

Printing is available. The charge is 10¢ per page for a black and white print and 25¢ per page for a color print. WPL is not responsible for loss of data that may occur when printing.

#### **Saving**

Computer users should bring personal storage devices to save files. USB drives are available for purchase. WPL is not responsible for loss of data that may occur when saving documents or for storage devices left behind by computer users.

### **Wireless Access**

WPL provides a filtered/unsecured wireless access network for users with wireless electronic devices. This service is not to be used as a permanent connection. Wireless access is less secure than wired access. Signal strength may vary in the building.

**By choosing to use this free wireless access, you agree to abide by this policy that prohibits abusive or illegal activity while using this access.**

Most wireless electronic devices will be compatible with the Library's access points. However, the library cannot guarantee that personal device user's hardware will work with the Library's wireless access network. If a user experiences problems connecting to a wireless access point, staff will verify that the Library's wireless access network is operational, but staff is not trained to configure or troubleshoot wireless electronic devices. Personal device users should refer their owner's manual or other support services offered by their device manufacturer.

The Library's wireless access network provides no security between the access points and your electronic device; therefore, someone in the Library vicinity, inside or outside, can potentially capture information sent to or from your device. The Library cautions wireless users against transmitting credit card information, passwords and any other sensitive personal information while using any wireless access point. All wireless access users should have up-to-date virus protection on their wireless electronic devices and take appropriate precautions when using this service. Use of the WPL wireless access network is entirely at the risk of the user. The Library assumes no responsibility for the safety of equipment or device configurations, security, or data files resulting from connection to the Library's wireless access network or the Internet, or liability for any consequent damage to hardware, software or data.

### **Filtering**

The Wheaton Public Library filters all of the public access computers, including Internet access on personal devices using the Library's wireless access network.

The filtering blocks sites that promote:

- Violence, Hate and Racism
- Pornography
- Hacking and Proxy Avoidance Systems
- Malware

Filtering software cannot guarantee that sites on the Internet having legitimate research or other value will not be blocked. Anyone 18 or older who wishes to view a blocked site may request that the site be made available. The site will be reviewed within 48 hours of the request and if it does not fall under one of the categories listed above it will be added to a list of allowed sites.

**Wheaton Public Library Official Policy 4/21/2014**

**Board Amended: 6/16/2014**