

COMPUTER AND ELECTRONIC ACCESS POLICY BETTENDORF PUBLIC LIBRARY INFORMATION CENTER

Purpose

The Bettendorf Public Library Information Center is committed to providing access to information and ideas for all. Providing access to electronic resources is an integral part of the Library's commitment to adapt services based on changing technology and the needs of patrons. Computers and/or electronic devices at the library provide access to the catalog, the Internet, Microsoft Office programs, children's programs, and a variety of reference databases. Patrons with laptop computers or other portable devices may log on to the City's Ethernet connection in library study rooms. Wireless access to the Internet is also available.

Access and Use of Library Internet Connections and Networks

Bettendorf Public Library Information Center reserves the right to monitor patron use of the Internet, to reasonably ensure compliance with the library's computer usage policy agreement.

Filtering Software

In its *Statement on Library Use of Filtering Software*, the American Library Association's Intellectual Freedom Committee has stated that "...the use in libraries of software filters to block constitutionally protected speech is inconsistent with the United States Constitution and federal law and (...) violates the "Library Bill of Rights." Bettendorf Public Library Information Center will not impose blocking or filtering software to limit access to Internet sites. However, patrons may choose to use filtered search engines. Library staff may provide a list of filtered search engines upon customer request.

Confidentiality

The Library retains information relating to check-out of materials and use of library resources, but does not retain browser history or personal information entered into websites or applications. Customer computer use and reservation records are not permanently retained. The Library will not reveal the information sources or services individual users consult unless required by law or court order. (See *Confidentiality Policy*)

Internet Functions Supported

Library Internet workstations provide access to the World Wide Web using a graphical browser. The library does not provide e-mail accounts. Patrons who wish to use web-based e-mail or Internet chat are expected to make responsible use of these services and must register and maintain their own accounts without assistance from staff.

Wireless Internet Connection

Wireless Internet access is available throughout the library building to anyone who possesses the devices required to access the Internet via an *un-secured network*. It is strongly recommended that users do not use such networks to transmit personal, financial or legal information. Bettendorf Public Library Information Center provides no protection or guarantee of safety regarding personal information or equipment. Wireless network users are responsible for configuring and operating their own equipment. Staff members are unable to assist with issues related to personal computers or devices. Due to insurance limitations and warranties, library staff is not permitted to configure users' laptops or handheld computers and/or electronic devices or install any devices or software on personal computer devices.

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Usage Guidelines

The Library reserves the right to classify any action, access or operation on computers and/or electronic devices as inappropriate or unacceptable, including but not limited to:

- Information which is considered pornographic, violent or obscene. Exceptions are appropriate *only* when images possess educational, artistic, literary, scientific or political merit and such images are not within viewing range of minors.
- Information which results in the harassment of others.
- Information which in any way violates State or Federal law. (Including but not limited to Child Pornography- it is illegal to view, print, distribute, display, send or receive messages, or graphics of materials that violate laws relating to child pornography).
- Unauthorized duplication of copyrighted material, software or licensing agreements.
- Use which results in damage to library equipment, connections or security.
- Disruptive behavior. (See *Rules of Conduct Policy*)
- Any attempt at unauthorized disclosure, dissemination or use of personal information.

Patron Assistance and Instruction

Information Desk staff will not provide in-depth software instruction or unscheduled one-on-one training relating to Internet use but may be able to offer searching suggestions and answer general questions.

The Library cannot accept the liability of physically handling patrons' devices. Patrons must understand how to configure their own devices in order to access the library's wireless service.

Supervising Children's Internet Use

Material is available on the Internet that parents may feel is inappropriate for their children. Parents or legal guardians of minor children must assume responsibility for their child's use of the Internet. Parents or guardians, not the library or its staff, are responsible for the information accessed by children. Parents and children are encouraged to read *Child Safety on the Information Highway*, which is available at <http://www.safekids.com>. Parents or legal guardians who authorize/apply for a library card for their legal dependants allow access to the library's Internet services for children under the age of SIXTEEN (16) years via *written permission only* (see *attached Permission Form*). This option may be changed by parental request by the legal parent/guardian for patrons under the age of SIXTEEN (16). Parents are encouraged to supervise their children's Internet sessions. Monitoring and any restriction of a child's access is the responsibility of the parent or legal guardian. It is assumed that persons under 16 yrs. using wireless access to the Internet have parental permission by virtue of their possessing a wireless device.

Responsibilities of Users

Users of the Bettendorf Public Library's computers and/or electronic devices and wireless service are required to read and abide by the provisions of this policy including the *General Guidelines for Use of Public Computers and/or Electronic Devices* listed below.

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General Guidelines for Use of Public Computers and/or Electronic Devices

Consortium Patron Login- Bettendorf patrons and patrons of participating Rivershare member libraries login to library computers and/or electronic devices using their consortium library barcode number and PIN. Patrons must use their own library card; it is not permissible to use another individual's library card. *Local residents residing within the consortium's service areas should obtain a valid library card from their home library to utilize public computer privileges at the Bettendorf Public Library Information Center.

Computer Use Only Cards and Login - Visitors residing outside the consortium service area may request a temporary *Computer Use Only* card at the Information Desk or Help Desk. Photo ID and proof of address is required. *Computer Use Only* cards will be valid for three months from the day of issue. Valid at Bettendorf Public Library Information Center only.

Short-term Computer Use Only Cards and Login - Visitors without a RiverShare library card, photo ID, or proof of address may request a *Short-term Computer Use Only* card at the Information Desk or Help Desk. *Short-term Computer Use Only* cards will be valid for three days from date of issue. Renewals available up to six weeks from initial date of issue. Valid at Bettendorf Public Library Information Center only.

Age Guidelines

- Independent access to the Internet is available for individuals 16 yrs. of age and older.
- Individuals less than 16 yrs. of age must have parental permission form signed by parent or legal guardian to use computers which access the Internet. Parent permission forms are available at the Information Services Desk. See *Unattended Child Policy* for supervision requirements, as applicable.
- Individuals less than 16 yrs. of age may access the Library's wireless signal *via personally owned devices* without parental/guardian permission, as by nature of possession of the device the library assumes they have parental permission.

Session Length

- General Public Computers- General public computer sessions are two hours in length, per day. Session times may be extended at the discretion of library staff, generally based on demand. Parental permission requirements apply for minors less than 16 yrs. of age. (*Age Guidelines, p. 3*)
- Youth Services Public Computers- Patrons using AWE and Internet computers within the Youth Services area(s) are allotted two hours use per day; Session times may be extended at the discretion of library staff, generally based on demand. Parental permission requirements apply for minors less than 16 yrs. of age using Internet computers. (*Age Guidelines, p. 3*).
- Tablets- Library tablets are available for two-hour sessions, for in-house use only, at the Information Services or Youth Services desks, for independent use by individuals 16 yrs. of age and older. Tablets are checked out at the Information Services or Youth Services desks with the patron's valid library card in good standing and must be returned to the same service desk as check-out, no less than 15 minutes prior to library closing time. Patrons must use their own library card (only) to check out library tablets. Tablet

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use/checkout may be extended at the discretion of library staff, generally based on demand. * Individuals less than 16 yrs of age must have parental permission form signed by parent or legal guardian to check out tablets capable of accessing the Internet. Parental permission forms are available at the Information Services Desk.

- Library Research Stations- There is no time limit on library research stations.

Reservations- Patrons may reserve computer time at the library's public access computers, up to one week in advance. Reserved time slots will be forfeited 10 minutes past the time of reservation.

User Conduct - The public access computer workstations are limited to two users at a time. Users must be considerate of others and maintain low noise levels. At library staff's discretion, users who are disruptive to other patrons will be required to leave the area, per the library's *Rules of Conduct* policy.

Privacy and Viewing- Customers handling financial transactions or other activities that require confidentiality do so at their own risk. The Internet is not a private environment and security of electronic communication cannot be guaranteed.

Patrons are urged to respect the sensibilities of others when content that may reasonably be offensive to someone else. Privacy while using the Internet or public access computers within the library cannot be guaranteed. There exists a possibility of inadvertent viewing by others.

*Iowa law places no prohibition on the use of appropriate material for educational purposes in any public library. It does, however, place limitations on those who knowingly disseminate or exhibit obscene material so that it can be observed by a minor.

Library staff members may request that individuals cease to view or listen to works that threaten the safe and comfortable environment of the library or interfere with the conduct of library business, in accordance with this and other library policies, including but not limited to the Library's *Rules of Conduct Policy*.

Downloading & Saving Information- Patrons may not download software from the Internet, personally-owned software, or library-owned circulating software to the Library's computers or electronic devices. Documents can be saved to the portion of the hard drive that has been reserved for patron use. Patrons wanting to save data should bring an appropriate storage device, or purchase a USB flash drive at the library's Information Desk.

3-D Printer & Associated Equipment - See *Creation Studio Equipment Policy & Usage Guidelines*

Relationship to Other Library Policies -The Bettendorf Public Library's Computer Policy should be interpreted in conjunction with other existing library policies.

Disclaimer for Use of the Internet at the Library

Users should be aware that not all sources on the Internet provide accurate, complete, or current information. The library denies any responsibility for the accuracy or quality of information obtained online. The library urges patrons to be informed consumers and carefully evaluate information obtained via the Internet.

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Internet users should be aware that viewing of certain materials within a public setting may be considered inappropriate in time, place or manner. Users must respect the rights of other library patrons not to be inadvertently exposed to material and images, which could be considered offensive. The Library reserves the right to end an Internet session at any time at the Library's sole discretion, in accordance with this and other library policies.

The Library's Internet connection and wireless service may be used only for lawful purposes. Transmission of any material in violation of any U.S. or state regulation is prohibited. This includes, but is not limited to, copyrighted material and threatening or obscene material. Internet users agree to indemnify and hold harmless the Bettendorf Public Library Information Center from any claims resulting from their use of the service, which damaged the user or another party.

The Library is not responsible for lost data and does not guarantee any supplied program. Users will be held financially responsible for any damage or alteration to equipment or software. Misuse of any equipment, or failure to follow any of the guidelines in this policy, including failure to abide by time limits, will result in loss of computer privileges. The library cannot accept liability for any risk taken by the patron who chooses to connect their own device to the library's wireless service.

All users of the library's Internet connection, whether using library devices or their own hardware, must abide by this policy.

Schedule for Revocation of Privileges- Library Conduct Infringement

Violation of Policy/Agreement

Standards of acceptable use of library materials, equipment and services, as well as the determination to suspend or terminate patron access and/or library privileges as defined by this and associated library policies, is at the discretion of the Library Director or designee.

The violation of ANY terms of this policy/agreement may result in the suspension or revocation of Internet/Wireless/General Library privileges, according to the following schedule:

1st Offense --Verbal Warning

*Minors (patrons under 16 yrs. of age) will receive reminder that 2nd offense may result in parental/guardian notification.

2nd Offense --Suspension of Internet privileges for 1 month.

* Minors- Possible written parental/guardian notification of offense.

3rd Offense --Suspension of Internet and/or General Library Privileges. Patrons must petition the Bettendorf Public Library Board of Trustees for reinstatement of privileges. A new Internet Usage Agreement must be signed at this time. *Minors- Possible parental/guardian notification of loss of Internet/Library privileges.

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PARENTAL/GUARDIAN PERMISSION FORM FOR INTERNET USE BY MINORS (Under 16 yrs.)

As the parent or *legal* guardian of _____,

I grant permission for my minor child to use the Bettendorf Public Library's Internet service. I have read the library's Computer Policy and discussed it with my child. Knowing that some materials on the Internet may be objectionable I accept personal responsibility for the guidance of my child's Internet use.

I further accept responsibility for and will hold the City of Bettendorf and the Bettendorf Public Library harmless from any damages caused by my child's use of the Internet, whether such damage is to hardware/software, or by virtue of a claim by any party alleged to have been damaged from any material or comment posted by my child on the Internet.

Date _____

Signature of Parent or Legal Guardian _____

Telephone Number _____

Child's Birth Date _____

Approved By Bettendorf Public Library Board of Trustees

1/97	7/99	9/02
9/03	1/04	6/05
8/06	6/08	3/09
2/13	1/14	5/14
11/14	12/15	9/16
3/17		