

Public Computer and Internet Policy
Braswell Memorial Library
Revised and Approved by the Board August 13, 2008

Braswell Memorial Library provides computers and related devices, with and without Internet access, for public use and allows patrons with their own devices to connect to the library's computer network via various means. By providing access to the Internet, the library endeavors to augment its collection and resources in order to meet the cultural, informational, educational, and recreational needs of the community.

Access to the Internet and use of library computing equipment and networks is governed by the following policies and the Patron Behavior Policy. By accessing the library computer network by any means, library patrons agree to the terms of this policy. This policy applies to devices owned by library patrons as well as library owned devices. Failure to abide by this policy shall result in the loss of the privilege to access the Internet or use library computers or networks as set forth in the Patron Behavior Policy.

1. DEFINITIONS

1.1 As used in this document, the term device refers to computers, personal digital assistants (PDAs), tablet PCs, laptops, cell phones, and any other equipment used to connect to any library network or to library owned equipment.

1.2 As used in this document the term network refers to both wired and wireless connections of any type between any devices

2. ACCESS

2.1 Some library computers require patrons using them to log in using their library card. Patrons are not permitted to use the library card or identity of another person to gain access to library owned equipment or services.

2.2 If a computer requires a library card to use it, individuals who are eligible for a Braswell Library card will need to obtain one before they can use the computer. Library card holders who are restricted from checking out books due to fines, over dues, or other problems with their account may not use library owned networks or library owned computers except for library card catalog devices.

2.3 Visitors to the area, or persons who are otherwise not eligible for a Braswell Library card, may obtain a temporary log in account so they may temporarily use the computers.

2.4 A library card is not required to use library owned networks with personally owned devices. Access to library owned networks are restricted to patrons on library property and to hours when the library is open to the public.

3. TIME LIMITS AND AGE RESTRICTIONS

3.1 To make the best use of limited resources there are time limits for the use of library computers and networks. The time limits vary depending on the computer's purpose and are posted on or near the computer or are enforced by automatic devices or software. Time limits may be modified or changed by staff to accommodate patron demand for computers. Extension of time limits due to technical difficulties will not be allowed if other patrons are waiting.

3.2 Minors 12 years of age or younger may not use any computer, library or personally owned, unless accompanied by a parent, guardian, or care giver who is at least 18 years of age. The care giver or parent must remain in the vicinity of the minor.

3.3 Only patrons aged 17 and under, and their accompanying parent or guardian, may use computers designated for use by minors.

3.4 Minors age 13 to 17 may use library networks which access the Internet using either library owned or personally owned devices without supervision by a care giver only if written permission has been signed in the library by a parent or legal guardian.

3.5 Minors age 13 to 17 may use designated computers which do not provide Internet access without being accompanied by an adult.

3.6 Minors are not permitted to use library computers designated for use by adults even when accompanied by an adult.

3.7 Only patrons 18 and older may use the computers designated for use by adults.

3.8 Patrons of any age may use the library public access catalog computers (PACS).

4. PRIVACY AND PATRON ASSUMED RISK

4.1 Patrons should not store data on the library computers' hard drives. Files on the drives may be accessed by others and may be deleted at any time by library staff.

4.2 Patrons download from the Internet and connect personally owned devices to the library network at their own risk. Connecting to public networks and use of public computers carries some inherent risks. The library is not responsible for damage to a patron's disk or device, or for any loss of data, damage, or liability that may occur from patron use of library devices or networks. The library network is a public communications conduit and the library cannot be held responsible for the disclosure of personal, private, or otherwise sensitive information from its network. Accordingly, the library recommends patrons do not use the library network or computers for financial transactions or other activities where sensitive personal information could possibly be disclosed.

4.3 Patrons using personally owned devices should obtain and install their own anti-virus software and security software.

4.4 While connected to library networks patrons understand their network traffic and their computer use may be monitored and logged for library administrative, security, and maintenance purposes.

5. PRINTING

5.1 To help cover the cost of providing print services the library charges a fee for printing as set forth in the library schedule of fines and fees. No refunds will be given for undesired copies except in the case of equipment malfunction. Operator error is the responsibility of the user, not the library.

5.2 Patrons who use library owned printers must use the paper provided by the library. No envelopes, labels, patron-provided paper or other patron provided materials may be used in library owned printers. The library will not provide paper or other supplies for personally owned printers.

6. DISRUPTIVE ACTIVITIES

6.1 Patron owned devices which are determined to contain computer viruses or other malevolent or destructive software or are being used in an illicit, illegal, or disruptive manner will be denied access to library networks. Patron owned devices which cause disruption, degradation, or otherwise interfere with the operation of library owned devices or networks or other patrons' devices, either intentionally or unintentionally, will be denied access to library networks.

6.2 Network bandwidth is a limited resource and must be shared among all library network users. Patron owned devices which are determined to be using excessive bandwidth will be denied access to library networks.

6.3 Patrons using personally owned devices that are denied network access due to circumstances detailed in the proceeding paragraphs will be allowed network access again once the problem with their device is corrected. However, a second occurrence may result in their being banned from using library networks and or library computers.

6.4 The use of a device that causes disruptive noise is prohibited. Activities such as playing music, use of Internet telephone technology, and playing games may disturb others. The library provides headphones for some library owned equipment. Patrons must provide and use their own headphones when headphones are not provided or when using personally owned devices. Even when headphones are used the sound level must be kept low enough so as not to disturb others.

6.5 Patrons must not modify or alter the options, preferences, settings, or any portion of the software or hardware on the library's computers or networks. They may not install software on library owned equipment.

6.6 Violation of copyright laws or software licensing restrictions is not allowed.

6.7 Only software procured and installed by the library may be used on library owned computers and network equipment.

6.8 Sending, receiving or displaying obscene or illegal images or messages or files containing obscene or illegal images is not allowed. (See N.C. Gen. Stat. § 14-190.1(b))

6.9 Sending, receiving or displaying images of child pornography or messages or files containing child pornography is not allowed. (See 18 U.S. Code § 2256)

6.10 Sending, receiving or displaying material harmful to minors or messages or files containing material harmful to minors in the presence of minors is not allowed. (See N.C. Gen. Stat. § 14-190.13)

6.11 Using the library computers or networks to disclose, use and/or disseminate without authorization personal identification information regarding minors is not allowed.

6.12 Using library computers or networks to engage in unlawful activities or misrepresentation is not allowed.

6.13 Attempting unauthorized access (including hacking) to any computer system or network is not allowed.

6.14 Using library computers or networks to unlawfully harass or threaten others or to engage in defamation is not allowed.

7. CONNECTION OF PERSONALLY OWNED EQUIPMENT

7.1 Patrons may plug their devices into library electrical outlets however the library is not responsible for damage to patron equipment due to electrical surges, power failures, or other electrical issues. Patrons may not use extension cords or run electrical cords across walkways or in any other manner cause a hazard. Patrons may not unplug any other devices in order to plug their equipment in. Patrons may not plug their equipment into library owned power strips, surge protectors, or other library owned equipment. Patron equipment, cords, peripherals, or other belongings must not interfere in use of the library by other patrons. Patrons must disconnect from library electrical systems when asked to do so by library staff.

7.2 Patrons may connect to library networks via wireless standards supported by the library or via designated wired network ports. Patrons may not plug into ports not designated for public use nor may they unplug any other device in order to plug their

equipment in. Patrons will disconnect from the network when asked to do so by library staff.

7.3 Patrons are not allowed to connect network test equipment, analyzers, sniffers, or similar devices to the library network by any means. Patrons are not allowed to use software of this type while connected to library networks.

7.4 Library staff cannot provide technical support for patron owned equipment or software. The library will provide general network connection instructions but the wide variety of equipment and software make it impossible for the library to provide specific technical support.

7.5 Patrons may connect personally owned devices such as digital cameras, music players, and portable data storage devices to library owned devices. However, if the patron owned device requires software to be installed on library owned devices then they may not be used. Patrons may not disconnect or modify library owned equipment to connect personally owned devices.

7.6 Personally owned network cables may be connected to the library network at designated public network ports. The library does not provide cables.

7.7 Networking equipment (routers, switches, access points, etc) may not be connected to library networks or devices without advance permission of the library network administrator. Patrons may not set up servers of any kind on library networks.

7.8 Peer to peer file sharing software may not be used on library networks.

8. INTERNET FILTERING

8.1 The library uses software and/or devices to block or filter access to web sites which contain obscene images or language, child pornography or material harmful to minors on all equipment used for Internet access. Additional levels of filtering are used on equipment primarily used by minors to prevent access to material that is inappropriate for minors.

8.2 Internet filtering is at the network level and is applied to all Internet access including connections via patron owned equipment. In accordance with the Children's Internet Protection Act adult patrons may request the filtering be turned off for their legitimate research. The filters can not be turned off for minors.

8.3 In order to make the best use of limited public computers and network resources library management reserves the right to block or filter access to web sites or services whose content is primarily for entertainment purposes and which have been determined to be a drain on library resources. Patrons may request library management review specific sites blocked under this provision in order to determine if they should be unblocked.

9. GENERAL INFORMATION

9.2 Patrons must treat library equipment with care, as stated in the Patron Behavior Policy. Patrons are responsible for damage resulting from misuse. Patrons should immediately notify staff of any problems with equipment and should not attempt to re-boot any computer or correct any malfunction themselves.

9. These policies are posted on the Internet and on library computers and network access portals for benefit of library users. Use of a library owned computer or network implies consent to abide by the library's policies.