



## **COMPUTER & INTERNET USE POLICY**

The Joliet Public Library believes that all residents should have access to a computer and the Internet when they desire or need to communicate with relatives, friends, businesses, and other organizations, to engage in activities related to work, job searches, education—formal and informal—and to follow their hobbies and leisure time pursuits.

### **DESCRIPTION OF SERVICE**

The Joliet Public Library maintains a variety of computer centers.

The Adult Services Departments provides unfiltered public Internet computers, along with specialized research resources, for use by patrons 18 years of age or older.

The Youth Services Department provides filtered public Internet computers, along with developmentally appropriate software for young patrons, for use by patrons under the age of 18, and their caregivers if the minor is present. Blocked sites are subject to review with parent or caregiver input.

The Library affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources, including those available through the Internet. Internet filtering is imperfect and technologically limited, and it may block access to constitutionally protected material while failing to block material considered obscene, pornographic, or harmful to minors. Parents are encouraged to work closely with their children to select sites that are consistent with their family's values.

The Wi-Fi provided by Joliet Public Library is unfiltered. Anyone with a Wi-Fi enabled portable device may access Wi-Fi Internet service while visiting the Library.

### **GENERAL COMPUTER AND INTERNET ACCESS GUIDELINES**

Joliet Public Library patrons, Pinnacle Consortium patrons, and registered reciprocal patrons start with an initial 2 hour (120 minute) session and their computer time may be extended in 1 hour (60 minute) increments for up to a total of 6 hours (360 minutes) per day.

Patrons from outside Joliet and the Pinnacle Consortium, and those without a registered reciprocal card, will receive a guest pass that provides them with an initial 2 hour (120 minute) session and they can renew their session for 1 hour (60 minutes) for a total of 3 hours (180 minutes) per day.

Patrons may not combine cards or make multiple reservations in order to lengthen their computer sessions.

Patrons may make reservations if all the computers are in use.

All computer sessions will automatically end 10 minutes before the Library closes for the day.

Printing and copying are available at both buildings for a designated fee. A limit may be imposed on the amount of printing and copying.

Staff members are trained to do basic computer troubleshooting. To enhance patrons' information literacy skills, the Library offers computer classes that includes instruction on using the Internet and other computer applications.

## **LIMITS OF USE**

The Joliet Public Library is a shared environment that serves the needs of a diverse group of users and we strive to balance the rights of users to access resources with the rights of users to work in a public environment free from harassing sounds and visuals.

In order to ensure an environment that promotes responsible and equitable use of resources, the Library insists on the practice of cooperative computing. Users will:

- Respect the privacy of other users;
- Abide by the Rules of Conduct, Safety of Minors Policy, and all policies of the Library;
- Utilize computers in the areas designated for the patron's age group;
- Respect the space of others by keeping personal items to the limit of one's own workstation;
- Refrain from accessing disrupting sounds and visuals inappropriate for a public venue that might disrupt the ability of others to use the Library and its resources;
- Use only his or her own public Library card, computer accounts, or access codes;
- Use only the applications and software already available on the network;
- Avoid overuse of bandwidth capacity;
- Use electronic information networks according to the strictures of Federal or State law, including copyright law;
- Refrain from destruction of, damage to, or unauthorized alteration of computer equipment, software, or network security procedures;
- Refrain from installing software and hardware, and removing hardware or detaching cables, from any computer; and

- External data storage devices, such as flash drives and hard drives, are permitted.

Staff members are prohibited from creating or accessing a user's personal email, banking, or otherwise private accounts on behalf of the user. Staff members are not able to create, compose, proofread, edit or type documents or projects for patrons at any time. Staff does not provide technical support for privately owned personal wireless devices.

Use of any public access computer or wireless connection at the Joliet Public Library constitutes acceptance of this policy and related procedures.

Staff reserves the right to request a picture ID in order to confirm ownership of a patron's Library card.

In keeping with our general policies, Joliet Public Library protects a patron's right to privacy and confidentiality. The Library keeps confidential any information that resides on its computer network. The Library cannot guarantee users' privacy when using the Internet in the Library. Inadvertent viewing by others is possible.

The Library retains the right to monitor all activity conducted on premises for the purpose of ensuring compliance with rules and regulations. As part of normal system maintenance, network administrators will occasionally monitor system activity.

Patrons using the Internet to handle transactions of a personal nature do so at their own risk.

Staff may take other measures to manage computer time, including—but not restricted to—reserving terminals for individuals or groups with specific usage needs.

Staff is authorized to terminate any patron's session or suspend a patron's computer privileges if a patron fails to comply with this policy.

The Library supports intellectual freedom and the ALA interpretation of the Library Bill of Rights as it applies to Access to Electronic Information Services and Networks.

## **DAMAGES AND LIABILITY**

Illegal activities or activities that interfere with or disrupt the network, other patrons, services, or equipment are prohibited and they are not protected by the Library's privacy policy.

The cardholder who uses the Library's equipment and network will be considered the main user and will bear financial responsibility for the cost, repair, or replacement in the event of loss for any and all damage caused to the equipment or space beyond normal wear, and will be responsible for any misuse of the equipment. Privileges may be revoked due to careless handling of Library-owned equipment.

The staff is not liable for any loss, damage or expense sustained by any user or equipment owned by the user due to the utilization of services, equipment, software, advice, or information.

## **FAIR USE AND COPYRIGHT**

Illegal downloading, file sharing and duplication: Computers and the Library network may not be used to illegally upload, download, or duplicate copyrighted materials including software, music, videos and graphics. This includes the use of online services that facilitate the unlicensed sharing of media files. Duplication of commercial CDs or DVDs is not permitted.

Scanning, digitization and media conversion: Concerns about copyright infringement extend to the use of equipment to duplicate copyright-protected documents and graphic materials. Each patron assumes all responsibility for observing copyright restrictions when using copiers and scanners in the Library.

## **PROPER USE OF SHARED NETWORK ENVIRONMENT**

For security and privacy, all computer storage is regularly erased and cannot be recovered. Equipment that uses removable media storage cards or has hard drives for media storage will be erased upon return and cannot be recovered.

Patrons are required to provide their own digital media storage for any desired files. These can include blank CDs, DVDs, flash drives, portable hard drives, and smart phones. Patron files left on the computers will be deleted without prior notification to the patron. The Library is not responsible for any equipment or files left behind.

A suspension of privileges may be appealed in writing to the Executive Director or their designee.