

MOUNT VERNON CITY LIBRARY

7. TECHNOLOGY AND APPROPRIATE COMPUTER USE POLICY

7.01 PURPOSE

The Library provides a variety of electronic resources to further its mission. This policy is intended to ensure equitable and appropriate use of these resources.

7.02 GENERAL POLICIES

7.02.010 Responsibility

By using computer or Internet services through the Mount Vernon City Library, patrons agree that the Library will not be responsible 1) for any direct, indirect, consequential, special, or punitive damages or losses which may arise in their use of those services, and 2) for the accuracy, appropriateness, or suitability of any materials or information retrieved, displayed, or printed.

7.02.020 Acceptable Use

It is essential that patrons refrain from practices that interfere or disrupt the legally intended use of library resources, or unnecessarily impede the information gathering of others. These practices include, but are not limited to:

- Use that monopolizes one or more computer workstations.
- Use of Library resources in ways that create a hostile environment for others.
- Propagation of computer viruses or worms.
- Attempts to hack or otherwise violate any computer system.
- Use of sounds or visuals that might be disruptive to others.
- Use of text or graphics that are legally defined by State or federal law as obscene.
- Gambling.
- Actions which violate the privacy of other Library patrons.
- Any use that violates any Library policy, local, state, or federal law or regulation (including US copyright law, Title 17, US Code).

7.02.030 Computer Settings

Library computers and software must be used as installed. Tampering with any Library software or settings; or attempt to add, remove or modify any software or hardware is prohibited. Patrons should not attempt to reboot or power off any library computer or hardware. Any problems with Library resources should be referred to staff.

7.02.040 Downloading and File Access

For security reasons, disk access and the uploading / downloading of files may be limited.

7.02.050 Availability of Stations

Library computer stations are generally available until approximately 10 minutes before closing, subject to periodic maintenance and programming needs.

7.02.060 Consequences of Non-compliance

Failure to comply with Library policies can result in the suspension or forfeiture of computer or Internet privileges.

7.03 INTERNET and OFFICE STATIONS

7.03.010 Computer Accounts

A free *Computer User account* is required for use of the Library's Internet and Office computers. Patrons must provide appropriate picture ID to establish an account. A patron under the age of 18 who lacks appropriate ID may have an account established by his or her legal guardian.

In the event a legal guardian wants to prohibit a minor child from having a Computer Users account, he or she must request that restriction in person at the library.

Computer User accounts are issued to individuals and may not be shared.

7.03.020 One-hour Sessions

Use of Internet / Office stations is on a first-come-first-served basis. Patrons may use this resource up to a maximum of one hour per day.

7.03.030 Technical Support

The Library does not provide email, chat or messaging software nor provide technical support for these activities. Use of web based email or chat sites are the responsibility of the user and are at his or her risk.

7.04 YOUTH SERVICES COMPUTERS

Use of some computers in the Youth Services area may be restricted by age. Such restrictions will be posted.

7.05 PRINTING

Many public computers are networked to a printer. Patrons may print three pages for free per day. Additional prints may be made for \$0.10 per page. Patrons are responsible for all prints made. Credit cannot be extended for printing.

7.06 PATRON-OWNED COMPUTERS

Patron-owned computers and electronic devices are allowed in the library. Due to limited capacity, patrons may only use electrical outlets approved by Library staff, and may not monopolize multiple outlets. Patron computers may not be connected to the Library's wired network or library hardware.

7.07 WIRELESS ACCESS

7.07.010 Appropriate Use

Appropriate use of the Library's wireless network must meet the same standard that is expected for use of the Library's wired network.

7.07.020 Availability

The wireless network is normally available during the Library's open hours. There is currently no time limit on the wireless network, however, the library reserves the right to implement such limits or other means if necessary to preserve equitable access to the available bandwidth.

The wireless network does not have access to the Library's wired resources.

7.07.040 Responsibility

Wireless users are responsible for all security on his or her computer or wireless device. The library is not responsible for any damage that may occur while the user is connected to the network.

It is the user's responsibility to configure his or her hardware and software. The Library is not responsible for providing technical support for patron-owned hardware or software.

7.08 FILTERING

Electronic means are employed to assist staff in ensuring use of the Internet is appropriate and consistent with Library policy.

7.08.010 Over-Blocked Sites

If a patron believes an appropriate site has been blocked in error, he or she may request that the site be made available. Staff will evaluate the site's appropriateness within the context of Library policy to determine if the site should be unblocked.

If the requester is not satisfied with the decision of the Library staff, he or she may follow the procedure outlined below under Request for Reconsideration.

7.08.020 Under-Blocked Sites

There may be occasions when a member of the community may be concerned about a particular site available through the Library's Internet connection. When a patron makes a request for web site to be blocked, this procedure is followed:

7.08.030 Request for Reconsideration

- A. A member of the Library staff explains the Library's *Technology and Appropriate Computer Use Policy* to the patron. If the patron wishes, he or she may then submit a written *Request for Reconsideration of Internet Materials* to the Library Director.
- B. The completed form is reviewed by one or more members of the Library staff who have responsibility for materials selections, and by the Library Director. The Library staff members objectively review the site in question to ascertain the site is appropriate under the Library's *Technology and Appropriate Computer Use Policy*. The Library Director or a member of the Library staff shall make a written response to the requester within 15 days of the date that the reconsideration form was submitted. The Library Director shall also notify the Board of Trustees of each *Request for Reconsideration of Internet Materials* submitted.
- C. If the requester is not satisfied with the decision of the Library staff, he or she may appeal in writing to the Library Director, who then convenes a Reconsideration Committee to review the *Request for Reconsideration*. This committee will consist of :
 - One member of the Board of Trustees.
 - Three (3) members of the Library Technology Committee.
 - Two (2) members of the community selected jointly by the Board of Trustees and the Library Director.
- D. Within 15 days the Reconsideration Committee will recommend an action to the Library Director, who will reach a decision and inform the requester and the committee in writing of that decision.
- E. Should the requester wish to appeal this decision, he or she may make a final appeal in writing directly to the Board of Trustees. The Board will schedule and conduct a public hearing within 30 days of the final written appeal in order to reach a final decision.

Approved by the Board of Trustees April 6, 2010

Revised by the Board of Trustees May 6, 2014