

## **EAST LONGMEADOW PUBLIC LIBRARY INTERNET ACCEPTABLE USE POLICY**

The East Longmeadow Public Library provides public Internet access to all patrons as part of its mission to provide the community with informative, recreational, leisure, and learning materials. The information that is obtained from the Internet can neither be verified nor authenticated by the East Longmeadow Public Library and is, therefore, only to be evaluated by the user as to its validity, currency, accuracy, or appropriateness.

The East Longmeadow Public Library uses filtering software on all but two designated Internet access computers. The filtering software being used is not a replacement for parental guidance. The East Longmeadow Public Library cannot ensure the appropriateness of websites being accessed. It is the parents' responsibility to be aware of Internet website content and established safety guidelines and to instruct and guide their children accordingly.

### **CONDITIONS OF USE:**

Users of the public Internet workstations at the East Longmeadow Public Library agree to be bound by the following:

Valid Library Card. In order to use the Library's Internet computers, patrons must have a valid C/W Mars library card in their possession.

Time Limits. Library patrons have up to 180 minutes per day of computer use. If all computers are in use, patrons may make a reservation to schedule access to the next available computer. Computers so reserved will be held for 10 minutes, after which they will be made available for walk-up users.

Downloading. Files may be saved using USB flash drives, or by saving to the Library's "My Documents" folder, or to the "Thaw Space" on the two designated, unfiltered computers. Patrons should be aware of the following:

- Anything saved to the Library's My Documents or the Thaw Space folder is available to anyone using any public access Internet computer in the Library and may be deleted at any time.
- Files downloaded from any East Longmeadow Public Library networked computers may contain viruses and/or malware. The East Longmeadow Public Library is not responsible for any damage incurred to a patron's disk, home computer, or for any loss of data. It is advisable for patrons to have virus-checking software on their home computers.

Monitoring Computer Use and Personal Behavior. The Library retains the right to monitor patrons' computer use and personal behavior. The Library is a public setting and disruptive or inappropriate behavior cannot be tolerated. The Library reserves the right to terminate an online session at any time.

No Installation of Software. No software may be installed onto Library computers, and no settings on Library-installed software may be changed.

No Hardware Modification. Users may not modify, change, or alter the Library's computer hardware. Computer equipment is not to be turned off at any time. If, during use, a problem develops, a staff member should be notified immediately. Users should not attempt to make hardware adjustments.

Printing. Color and black and white printing is available at a cost. Please use printers appropriately, respect printing costs, and ask for staff assistance if necessary.

E-Mail. The Library does not provide electronic mail accounts, nor does it support any type of individual or personal account. Users may access personal e-mail accounts through the Internet using the Library's networked computers.

### **RULES OF CONDUCT FOR COMPUTER USE:**

1. Respect the rights and privacy of other users.
2. Refrain from disruptive, inconsiderate, unethical, or irresponsible behavior.
3. Eating and/or drinking while at workstations is not permitted.
4. Use is limited to no more than two individuals per terminal at any time.
5. Misuse, vandalism, or damage to computers and applicable hardware will result in suspension or termination of Library privileges and/or referral to appropriate authorities.

6. Access to the computer's hard drive and the Library's internal network is strictly prohibited. Any attempt to access internal files or breach security will be considered a serious infraction. Violations will result in suspension or termination of Library privileges and/or further action by appropriate authorities.
7. Abide by all applicable federal and state laws.
8. Leaving inappropriate graphics or language on computer monitors will not be tolerated.
9. Computer resources shall not be used to harass other patrons or offsite individuals.
10. Be aware of Copyright Laws and other license restrictions. The U.S. Copyright Office Site: <http://lcweb.loc.gov/copyright/> should be reviewed. Library resources are to be used only within the framework of existing laws and regulations.
11. The Library reserves the right to terminate a computer and/or Internet session at any time and/or to disallow a patron Internet access.
12. Illegal acts involving Library property and/or resources may be subject to prosecution by local, state, or federal officials.

### **INTERNET SAFETY:**

Filtered Internet Access. The Town of East Longmeadow and East Longmeadow Public Library restrict access by minors\* to material that may be harmful or inappropriate by providing filtered Internet access on all Town public Internet access computer terminals. (\*"Minor" is defined as a person seventeen years old or under). Library staff will temporarily remove the filter if so requested by an adult.

Unfiltered Access. Unfiltered Internet access is provided to adult patrons on two "Adult Only" public Internet access computers. Parents who wish their children to have unfiltered Internet access should contact the Library Director.

Unauthorized Access. Unauthorized access, including "hacking" and other unlawful activity is prohibited to all Library patrons, and violators of this policy will be referred to the appropriate legal authorities.

### **ACCESS TO THE LIBRARY'S WIRELESS NETWORK:**

The East Longmeadow Public Library is pleased to provide wireless Internet access for patrons using their own laptop computers and other personal wireless devices at the Library. Patrons should be aware of the following:

- Personal laptops must be equipped with wireless capability. Most recently-produced computers will have such capability. The manufacturer or vendor of the computer can advise if the device has wireless capability.
- Although Library staff is unable to configure or troubleshoot an individual's computer, staff will advise on the correct Internet connection procedure.
- With the exception of those sections that apply to the user's own hardware and software, users shall comply with the Library's "Internet Acceptable Use Policy."
- The Library's network is neither secure nor encrypted. Use of the East Longmeadow Public Library wireless network is at the user's own risk. It is recommended that personal information such as Social Security account numbers, bank account numbers, credit card numbers, and other such information, not be transmitted using the wireless network. The Library assumes no responsibility for any damages resulting from inappropriate use, including identity theft, viruses, spy-ware, plug-ins, etc.

### **GENERAL DISCLAIMER:**

The East Longmeadow Public Library assumes no responsibility for any damages, directly or indirectly, which may arise for the use of its computers or Internet access, either through its network or through its Internet provider. Visitors using the Internet and the computer systems do so at their own risk. The East Longmeadow Public Library assumes no responsibility for any actions of its visitors, directly or indirectly, relative to the use of the computer system and/or the Internet. The East Longmeadow Public Library makes no representations as to the content of any website visited by any individual.

The "Internet Acceptable Use Policy" is subject to review and amendment by the Board of Library Trustees.

**Approved by the Board of Library Trustees, August, 2006.**

**Reviewed and amended by the Board of Library Trustees, April, 2015.**