

South San Francisco Public Library Internet and Computer Use Policy

This policy is designed to ensure Library facilities serve their primary purposes, including the provision of a quiet and orderly environment in which people may read, study, use library materials and equipment and contemplate. The rules may regulate disruptive behavior, noise, offensive odors, health and sanitation hazards, and bringing possessions, materials, or objects into the Library which are likely to interfere with its use by others. The rules may not unreasonably or unfairly restrict access to libraries by any person or group.

South San Francisco Public Library provides access to the Internet and Microsoft Office Suite at the Main Library and Grand Avenue Branch Library. Access to the Internet is compatible with the Library's endorsement of the *Library Bill of Rights*, the *Freedom to Read*, and the *Freedom to View* statements from the American Library Association. The Library upholds the right of each individual to have access to constitutionally protected material. The Internet is an unregulated network and South San Francisco Public Library does not take responsibility for its content. Security in an electronic environment cannot be guaranteed, thus all transactions, files and communications generated using the Library's computers are vulnerable to unauthorized access and use and should be considered public. As with all Library resources, the Library affirms the right and responsibility of parents/guardians, NOT Library staff, to monitor their minor children's use of the Internet. The Library does not employ filtering software.

All Library computers are located in public areas where minors are present. There are legal restraints regarding exhibiting matter that is harmful to children. The law also prohibits the exhibition of obscene matter to any person. Individuals are expected to use library computers in a lawful, responsible and courteous manner.

To assure fair and equitable access, South San Francisco Public Library uses timing software on its public computers. This software requires a library card to login. *Temporary guest passes are available.*

COMPUTERS & EQUIPMENT AVAILABLE:

Both libraries have computers available to meet varying needs. The time allotted is designated by facility.

- Accessibility Computer Workstations: Accessibility users are asked to complete an application and provide documentation of disability. These stations have special equipment and software and are adjustable for wheelchair users.
- Wireless access (WiFi) to the Internet is available for those who bring their own laptops with WiFi capability (no charge or time limit). Due to a limited number of available electrical outlets, running on battery back up is highly recommended.
- The Library does not provide headphones; patrons may use their own headphones. Headphones are available for accessibility station users and

some children's computers; however, use of personal headphones is highly recommended.

PRINTING FILES:

Printing is available and must be paid for in advance.

SAVING FILES:

Work may be saved to storage media but not to the computer hard drive. For patron convenience and depending upon Library equipment requirements, USB flash drives are available at the service desk.

POLICY & SUGGESTIONS FOR USE:

- *Assistance* – Library staff are available to provide basic assistance and one-on-one introductory tutorials.
- *Quiet Area* – Computer stations are limited to no more than two people, space permitting.
- *Program Installation* – You may not download or copy other programs onto library computers. It is a violation of copyright laws to copy the software provided for public use in the library. Any person who attempts to copy software will be denied future use of any computers in the library.
- *Closing* – All computers are set to shut down 5-10 minutes before the library closes each day
- *Leaving Computer During Use* – During a session, a patron may leave the computer for a short break. Time away from the computer is included in the previously established session. Please ask staff for assistance.
- The Library reserves the right to terminate a computer session that disrupts library services or that involves user behavior that violates the Library's policies.
- The user, or the parent of a minor, is responsible for his or her computer session and use of library equipment at all times.
- Parents must caution their minor children regarding personal information that should not be shared on the Internet.
- Library cards must be the sole property of the user; use of a family member's or friend's library card is not permitted.
- For safety, computers in the Children's Area may only be used by children and their accompanying parent, caregiver or teacher.
- Users must not engage in unacceptable and/or illegal use of computers, as listed below.

Unacceptable and Illegal Uses of Computers include:

- Unauthorized access, including “hacking.”
- Unauthorized disclosure, use, and dissemination of personal identification information and unlawful online activities.
- Use of the network to make unauthorized entry into other computational, informational or communication services or resource.
- To view, print, distribute, display, send or receive images, text, or graphics that are obscene, “harmful to minors,” and/or child pornography.
- Distribution of unsolicited advertising.
- Invasion of the privacy of others by attempting to view or read material being used by others.
- To attempt to gain unauthorized access to restricted files or networks.
- To damage or modify computer equipment or software.
- To engage in any activity that is harassing or defamatory.
- Use of the computer for any illegal activity, including violation of copyright or licensing agreements.

Response to Violations:

Violations of Internet policy and procedures may result in loss of Internet access and/or suspension of Library privileges, in accordance with the Suspension of Library Privileges Policy.

WARNING: PATRONS USE LIBRARY EQUIPMENT AT THEIR OWN RISK

- South San Francisco Public Library is not responsible for documents lost due to a virus, damaged disks, or power failure. We are not responsible for your failure to save information before your time expires, nor are we responsible if you do not save your information properly to your disk. We strongly urge you to frequently save your data on a disk. In addition, documents or files produced on outside equipment may not be compatible with our programs.
- In spite of having virus protection programs, these computers are subject to infection. Any virus infecting a storage device such as a USB flash drive can infect any other computer. **WE ADVISE AGAINST USING STORAGE DEVICES HAVING PERSONAL DATA THAT HAS NOT BEEN EITHER “VIRUS-SCANNED” OR “BACKED-UP.”**
- Please be aware that these are public terminals. As a result, we cannot guarantee the confidentiality of any document produced at these computers. If you are concerned about the security of the information in your documents, we strongly suggest that you use a computer at a location other than a public library.

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