**Computer Technology Policy**

**Adopted by**

**Pike County Public Library**

**Board of Trustees**

**On: 3-8-2011**

**Overview**

The Pike County Public Library (herein referred to as “Library”) has created a policy that outlines the ethical and behavioral use of Library technology. This technology includes, but is not limited to the following: Computers, Internet, Online Catalog, Wireless Network, Databases, Networking Equipment, and library websites. Since much of the Library’s infrastructure is supported by the use of computer systems, policies protecting these systems must be put in place to ensure that the systems are being used legally, ethically, and in a fair way that benefits all patrons, visitors, and staff. Violations to this policy may result in loss of privilege to library computer technology.

By using any of the systems, you agree that you will comply with all local, state, and federal laws, international copyright law, privacy laws, and any other laws protecting the rights of others. Any misuse of the systems that violate these laws will result in loss of privilege without any warning. The user is responsible for all activities that occur during their use of the library’s technology. The library will not be held responsible for any activities the user engages in, nor the content of information sent or received using any technology within the library. Therefore the user t, exonerate and save the library, and anyone representing the library, from any claims, damages, or costs due to the user’s direct or indirect activities.

**Privilege of Use**

The Use of the library’s technology is a privilege that is granted based on the user being in good standing with the library. Computers shall be provided for the use of all persons regardless of residency, so long as such use would not violate and laws or other legally binding prohibitions imposed upon the person such as violations of the library technology policy, un-paid fines and fee, or any other violations to library policies. The use the library technology will not be discriminated on a basis, of race, color, religion, national origin, sex, age, sexual orientation, disability, and any other bases under federal or local law.

**Code of Conduct**

All individuals using the library’s technology are required to follow the rules of conduct. This ensures the fair and legal use of library technology. Individuals are asked to respect others when using the computers. This includes the following, but is not limited to:

1. Do not look at another person’s computer screen. Information on their screen may contain private information.
2. Keep talking to a minimum. Some of our users may be working on school work or taking a test for college. Please do not interrupt them.
3. Use headphones when listening to music or watching videos. Headphones are available free of charge at the clerk’s desk.
4. Do not post distasteful, cruel, or vulgar messages on websites or electronic mail. Not only is it against policy, but it goes against CIPA.
5. Preview print jobs before you print. If you need help on previewing a print job, ask for assistance.
6. You may download files that are not illegal, copyrighted, or copy protected. Please do not abuse this privilege though. There are other users, including the library, which use the same internet connection. If this connection slows to a halt as a result of your downloading, you will be asked to stop.
7. Do not destroy the library’s property. We like our equipment, and so does everyone else that uses it, writing on the mouse pads, removing the tracking balls of mice, or removing keyboard keys, and other destructive acts are prohibited. Anyone found destroying these items will have privileges revoked and will also be held liable to pay costs the library incurs to replace or repair the property.
8. The use proxy websites of anonymizers are prohibited. Any attempts to circumvent the filtering software are not allowed. If you allowed. If you are and adult and need access to a website for legitimate research or legal needs, please ask for assistance from one of the clerks.
9. Always contact a clerk for technical problems. This allows us to solve your problem and prevent future problems for other users.

**Registration**

The library will maintain a list of those pursuing the use of technology in the library. All patrons and visitor must sign-in to use any of the library’s technology. The clerk’s desk maintains a self-signed list of which must be signed by that person pursuing the use of library technology. The library clerks may also ask you to provide your library card during sign in. if you are found to owe fines in excess of USD$10.00, you will not be allowed to use the computers. In accordance to law 11 U.S.C. 523 (a) (7), fines and fees owed to the library are not forgiven by bankruptcy as the library is a government entity. To restore privilege of library technology, you must pay all charges to an amount less than USD$5.00.

**The Limits**

The library has three branches together. Some of our branches are small and have only a few computers. During hours of high volume, use of the library’s computers may likely reach full capacity. Because of this, a branch of the library might implement a time limit that is to be no shorter than one (1) hour. Expectations to this will be made if an individual wishes to use a computer for studying, school work, or official business. In the event that this occurs, the person found to have been there the longest will forfeit the computer in thirty (30) minutes, or the remainder of their time limit was set when they arrive; whichever time is shorter.

**Minors**

The library considers any individual who is seventeen (17) years of age or less to be a minor. Minors will fall into one of three age groups concerning computer usage:

1. **Ages 3-7**
   1. This age group will have access to the computers provided that a parent/legal guardian is present.
      1. This means that the child must be supervised at all times while using the computer.
      2. A parent/legal guardian **cannot** browse the library stacks or wander away from the child.
      3. Library staff will not attend to the child as this will be parent/legal guardian’s responsibility.
      4. Any parent/legal guardian found not attending the child will be asked to do so, or to end their child’s computer session.
   2. This age group will not be allowed to access the internet.
      1. The computer will enforce this policy.
   3. Following registration, a library clerk will assist in setting up the child’s computer session.
      1. This session has been specially designed for children and promotes learning and education for the child.
2. **Ages 8-14**
   1. This age group will have unsupervised access to the computers.
      1. Form g, “Pike County Public Library Internet Use Permission Form” must be signed by the minor’s parent/legal guardian and be valid.
      2. Minors must abide by all aspects of the “Computer Technology Policy.”
   2. This age group will have access to the internet.
      1. Library clerks may assist a student in finding website bookmarks for the purpose of homework help.
      2. **The use of proxy/anonymizer tools to circumvent filtering will not be tolerated!**
         1. The Library must actively pursue CIPA (see “CIPA” sub-section below) regulations for all minors.
3. **Ages 15-17**
   1. This age group will have unsupervised access to the computers.
      1. Once an individual is fifteen (15) years of age or older, a permission slip is no longer required.
      2. Compliance to the “computer Technology Policy” is still required, as is for all users.
   2. This age group will have access to the internet.
      1. Library clerks may assist a student in finding website bookmarks for the purpose of homework help.
      2. **The use of proxy/anonymizer tools to circumvent filtering will not be tolerated!** 
         1. The Library must actively pursue CIPA (see “CIPA” sub-section below) regulations for all minors.

**CIPA**

The Children’s Internet protection Act (CIPA) is a federal law enacted by congress about access to offensive content over the internet on school and library computers. CIPA requires that any school or library that receives funding for internet access from the E-rate program, to follow a set of requirements. (E-rate is a program that makes certain communications technology more affordable for eligible schools and libraries. The library’s internet connection is funded primarily by this program and without it, providing internet would become a cost burden.) In early 2001, the FCC issues rules implementing CIPA. Since the library receives funding through the E-rate program, we must follow the requirements set forth.

The library will not receive funding for the E-Rate program, unless the following is met:

1. Protection measures to filter or block access to pictures on the internet with content of:
   1. Obscenity
   2. Child pornography
   3. Harmful to minors
2. Requirements to adopt and implement an internet safety policy for computers used by minors that:
   1. access by minors to inappropriate matter on the internet
   2. the safety and security of minors whiten using:
      1. electronic mail
      2. chat rooms
      3. other forms of direct electronic communications
   3. unauthorized access, including “hacking” and other un-lawful activities by minors online
   4. unauthorized disclosure, use, and dissemination of personal information regarding minors
   5. Measures for adults using these computers.

**Expectations**

1. An authorized person may disable blocking or filtering measures during any use by an adult **for legitimate research or other lawful purposes only.**

**Internet Safety**

A response to the requirements of CIPA will now be listed here:

The library has implemented a DNS based filtering system that takes a website hostname and checks it against a database of allowable content. If that website is deemed to be inappropriate based upon obscenity, child pornography, or as being harmful to minors, it is blocked. Anyone that is found circumventing this protection will have their computer privilege revoked for violating this policy.

In addition to blocking the content listed above, access to inappropriate materials will be blocked as well. This includes, but is not limited to subject dealing with: Adult Themes, Gambling, Chat, Hate/Discrimination, Nudity, Tasteless, and instant messaging.

Minors are allowed to use the internet for web based electronic mail. (Yahoo Mail, AOL, MSN, Gmail, etc.) This is provided that they use sensible judgment when opening mail. Minors shall not open electronic mail at the library from which a sender is “unknown” or the subject matter is questionable.

Chat rooms are not allowed by any individual in the library, including minors. If a minor comes across a website that’s primary feature isn’t chatting, but does allow chatting, they must not utilize the chat feature. For instance, the social networking site Facebook will be allowed provided that the patron does not use the chat feature.

The use of forums, discussion boards, and other means of communication is only allowed if it pertains to a scholarly activity. (Pike Central High School Students, Zimbra and Moodle are allowed.)

Unauthorized access to the library’s systems, network equipment, and any other electronic equipment is **prohibited**! Any individual, including minors, will have their computer privilege revoked.

The library will not disclose, use, or disseminate any information about minors for public or internal use. However, if the library is subpoenaed to produce documentation for federal investigation, the library will comply with this.

**Computer Restrictions**

The library has implemented computer policies on all public computers. These policies restrict access to certain portions of the computer operating system and hardware. Individuals needing access to portions of the computer that they are un-authorized for must contact the network supervisor of the library regarding access. In most cases, the network supervisor will either allow or deny that is in question, on the spot. If the network supervisor is unavailable, the library clerks will record the individuals contact information and the question being asked.

The following rules will apply when using the library’s computers:

1. Individuals will not have access to administrative tools:
   1. This includes access to:
      1. Control panel
      2. “run” command
      3. Network settings
      4. Antivirus software
      5. Any other administrative tools, whether locally installed or downloaded to the computer
2. Individuals will not be allowed to use programs which require installation to take place.
3. Individuals are prohibited from using any hacking tools.
4. Individuals will not be allowed to open computers or use peripheral devices other that “Thumb Drives” or removable media.

**Chat Rooms**

Individuals are prohibited from using chat rooms within all branches of the Pike County Public Library. This will be actively enforced by the filtering software. The library realizes that websites are constantly changing and new sites are emerging, therefore the filtering software may miss some websites. If the library staff finds that you are using a chat website, staff will ask you to cease use of the website. If you continue to that website, staff may suspend your use for the day, as necessary.

**Social Networks**

The library realizes that social networking websites have become a large portion of internet users. The library also realizes that many users have switched solely to websites, such as Facebook, to keep in touch with others online. Due to these realizations, the library will no longer be blocking social websites to their entirety. Individuals using such websites must follow all rules set forth in the Computer Technology Policy. Instant messaging features will be held to the same standard as chat rooms, which are **not** allowed.

**Groups**

The library will allow for a group of no more than two people, at any one computer. Space constraints do not allow enough room for more than two individuals to gather at any given computer. The library must comply with the ADA requirements of thirty-six inches of clearance between obstacles.

**Maintenance**

On occasion, the library may make computer technology unavailable for updates, installs, or re-configurations. Please be patient with us while this process occurs. This is a necessary process for all of our equipment. We will try to keep downtimes to a minimum, but there will be no guarantee when these will take place or the length of time they may take. Most of the time these maintenance periods will only affect one or two computers at any given time. If you notice a problem with a computer, please contact one of the staff members. They will verify a problem exists and contact the network supervisor.

**Online Catalog**

The library has an online catalog, also known as the Online Public Access Catalog (OPAC) that allows an individual to browse and search items that are available in the library. These items are broken up into three categories of origin, which will be explained by a pamphlet located next to the OPAC machine. Users of the OPAC system are only allowed to use the computer for searching the online catalog.

**Wireless Access**

Wireless access (WI-FI) may not be available in all branches of the library. To use Wi-Fi, a user must have a compatible device compatible with 802.11 b/g/n wireless access standards. In addition , the device must support WPA2-Enterprise wireless security. To initiate use of the Wi-Fi, a user must sign-in at the clerks desk. The clerks will them issue a temporary username and password for your session. They will also give you a small pamphlet that shows how to connect your device to our Wi-Fi.

Use of library Wi-Fi will not be allowed without a set of temporary credentials. Users are not to connect to the Wi-Fi past business hours. Any attempts at “hacking” or intercepting Wi-Fi traffic from other users in the library are prohibited. Users of the Wi-Fi must adhere to all of the rules presented in this computer technology policy.

**Printers**

Printers are available for use by all computer users. If you need assistance on printing, there should be a pamphlet near the computers to assist you. If you need additional assistance, please contact a clerk for help. A fee will be collected to offset the cost of printing supplies. All pages printed are the responsibility of the individual doing the printing. Pages that are printed by mistake must still be paid by the individual who printed them.

**Clerk Assistance**

Library clerks will be available to assist users with any basic computer tasks. If a clerk cannot answer the question that the user has, them it will e elevated to the Network Supervisor. The clerks have several other tasks that they need to perform during the day; therefore and any tasks beyond basic help will not be provided.

**Bit Torrent and Peer-To-Peer (P2P) Software**

The use of bit torrent clients and other peer-to-peer downloading software is not allowed on the public computers (This includes portable programs). This software usually has default settings which consume the bandwidth available on the network, slowing network traffic to a halt. The content of the items download may also contain viruses Trojans, and other malicious software that could disrupt the library computers.

If you use this software on your laptop and connect to our wireless network, you are discouraged from using it. If you do use it and you consume the library bandwidth, your computer’s MAC address will be found and your connection to the Wi-Fi will be terminated. In order to regain your connection, you will be asked to terminate use of the program. If you are found violating this again, you will be placed on a permanent ban.

We take international copyright laws seriously. Users **WILL NOT** use the library’s internet connection to download anything that has been copyrighted, copy protected, or illegal in general. If caught, you will lose privilege to using the library computers. In addition any claims, damages, or costs due to your downloading of such material will hold you responsible for indemnifying and exoneration the library and its representatives.