

**Verona Public Library**  
**Public Computer and Electronic Device Use Policy**

- I. Purpose of Policy
- II. Definition and Description of Devices Available
- III. Access to the Computer Lab
- IV. Access to Electronic Devices
- V. Rules for Using Computers, Wireless Network, and Devices in the Library
- VI. Internet and Wireless Networks
- VII. Computer or Device Use by Children
- VIII. Printing

**I. Purpose of Policy**

(A) Verona Public Library places a high emphasis on technology. It is the library's intent to provide equal and fair access to its resources for all people. To ensure equal and fair access is provided, it is necessary to have a public computer and electronic device use policy.

(B) The library provides public access to the Internet. This policy defines the relationship and responsibilities of the library and patrons regarding the Internet.

(C) This policy is used by library staff to determine acceptable uses of the computer and Internet access the library provides for its patrons.

(D) The Verona Public Library provides computer workstations, a wireless network, and a variety of electronic devices to ensure free public access to the Internet as an informational, educational, and recreational resource.

**II. Definition and Description of Devices Available**

(A) Items available for checkout to use outside of the library:

- 1. Amazon Kindle e-readers-
- 2. Barnes & Noble Nook e-readers-
- 3. Geocaching GPS units-

(B) Items available for checkout to use inside the library:

- 1. iPads
- 2. Macbook Pros
- 3. Chromebooks

**III. Access to the Computer Lab**

(A) To use the public computers, a library card and PIN (personal identification number) are necessary. Staff may provide patrons with their card numbers and reset their PINs on occasion when they forget their library card if they present a valid photo ID. Alternatively, a visitor pass may be obtained, but library staff will encourage patrons to get and/or use a valid library card of their own.

(B) Computer use is limited to a two hour block of time. Patrons will have up to a 240-minute maximum if no other patrons are waiting to use lab computers. Additional time may be allowed if approved by the library director or library staff.

(C) Computers are available during regular operating hours until 10 minutes before the library closes. Unreserved computers are available on a first-come, first-served basis. Patrons may make reservations up to seven (7) days in advance. Reservations may be made in person, over the telephone, or by using the online reservation software available on the library web site and at the computer catalog stations. Patrons have a 15-minute window to log in to their scheduled reservation. After 15-minutes, the computer reservation will be canceled and the computer will be open for other patrons to use.

(D) There is a limit of one (1) person per workstation. Any deviation from this limit must be approved by the library director or library staff.

(E) Patrons are expected to surrender the use of the computer when their scheduled time expires and/or when library staff so request.

(F) Users, under the age of eight (8) years old must be accompanied by a parent, legal guardian, care taker, or sibling at least twelve (12) years old to use a computer.

#### **IV. Access to Electronic Devices**

(A) Users, under the age of eight (8) years old must be accompanied by a parent, legal guardian, care taker, or sibling at least twelve (12) years old to check out an electronic device.

(B) As with all other library materials, the user assumes responsibility for the item and is liable for any damage or loss of parts.

(C) E-readers and GPS units are checked out for 14 days. Users must return devices listed in this policy to the Verona Public Library Service Desk for check-in. They should not put devices into a bookdrop for return, nor should they return any device to different libraries.

(D) iPads, Macbooks, and Chromebooks must be checked out, but are for in-library use only and must be returned before the end of business hours on the day of checkout. If they are removed from the library building they will be deemed stolen, and law enforcement will be contacted.

(E) Fines

1. Overdue fines for devices are \$10/day up to \$75 maximum overdue fine.
2. Replacement cost will be \$150 for each Kindle Paperwhite package, \$250 for each Nook Color package, \$210 for each Kindle Fire, \$217 for each Geocaching package, \$335 for each Chromebook, \$700 for each iPad package, and \$1,300 for each Macbook Pro. Some individual parts might be replaceable separately for their own value. The costs of those parts are noted in the device package.

(F) Devices will not be checked in immediately. Library staff shall inspect the device thoroughly before check-in.

(G) The devices are locked and registered to the library. The intent is to prevent patrons from adding additional titles or content to the devices when the devices are in their possession. In the event a patron does add content, the patron shall be responsible for the expense and the library shall not reimburse the patron for purchasing content. The library also reserves the right to erase or keep any content a patron purchases by accident or design.

(H) Patrons cannot place holds through LinkCAT on devices listed in this policy, but library staff can place holds for patrons on the GPS units and e-readers only. Additionally, if a patron calls and one is available, any device can be held until closing time of that day. Pickup for all holds of devices will be at the Service Desk.

(I) Selection of content for devices will not be inhibited by the possibility that materials may come into the possession of children. Content for devices follows the same collection development policies and procedures used when selecting library materials. Electronic device content is viewed as a virtual extension of the contents within the entire library. Content on e-readers or electronic devices may change. The library reserves the right to add or delete content it provides on these devices.

**V. Rules for Using Library Computers, Wireless Network, and Devices in the Library**

(A) Patrons should save all information on personal removable media (memory sticks, ~~flash drives~~ flash drives, saving to e-mail accounts, etc.). Hard drives on library computers are automatically cleared when rebooted.

(B) Inappropriate computer use will not be tolerated within the library. The library will take disciplinary measures including but not limited to discontinued computer service or loss of library privileges. Illegal uses of computers may also be subject to prosecution by local, state, or federal authorities. Rules regarding inappropriate computer use include but are not limited to the following:

1. Patrons shall not send, receive, or display on computer screens any text or graphics that may reasonably be construed to be obscene. Verona Public Library shall notify and fully cooperate with law enforcement if it becomes aware of any use of its computers or electronic devices in any connection with child

pornography, exposure of sexually explicit material to children, or the solicitation of sex with minors.

2. Patrons shall not transmit, post, upload, or otherwise make available defamatory, harassing, abusive, or threatening material or language that encourages bodily harm, destruction of property, or harasses another.

3. Patrons shall not libel, slander, or maliciously offend other users.

4. Patrons must respect the privacy of others and shall not misrepresent oneself as another user. This includes logging in with another patron's library card account. Patrons shall not send unsolicited bulk and/or commercial messages over the Internet or engage in activities that invade another's privacy, nor shall patrons forge or misrepresent message headers, whether in whole or in part, to mask the originator of the message.

5. Patrons shall not attempt to crash, degrade performance of, damage, modify, or gain unauthorized access to computer systems and networks, hardware, software, files, passwords, or data that belongs to the library or other users.

(C) If an individual or group of computer users creates a disturbance that limits the effective use of the library by others, they will be asked to correct their behavior, disband, and/or leave the building as appropriate.

(D) The Verona Public Library shall not be responsible for any injuries or damages to possessions of individuals or groups resulting from the use of computers or electronic devices. This includes but is not limited to credit card charges, identity theft, or other potential damages that are possible when using networked computers or wireless computers/devices.

(E) The library is not responsible for patrons who use the library computers to engage in any activity that infringes or misappropriates the intellectual property rights of others, including patents, copyrights, trademarks, service marks, trade secrets, domain names, or any other proprietary right of any third party. Any responsibility for the consequences of intellectual property infringement shall be with the user.

(F) Access, use, or dissemination of information via the Internet in the library is the responsibility of the user. The library expressly disclaims any liability or responsibility resulting from such use arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

(G) Computer use is provided with the understanding that it is primarily self-service and that most learning will occur through self-instruction instead of library staff intervention. Patrons who plan to use their own devices are responsible for troubleshooting it themselves.

## **VI. Internet and Wireless Networks**

(A) The Verona Public Library provides access to a broad range of information resources through the Internet. The library strives to serve all people and considers its endorsement of the Library Bill of Rights and the Freedom to Read documents to apply to the use of electronic information. The library also upholds public access to information in accordance with the provisions of the Constitution of the United States.

(B) The Internet is a global entity that does not fall under the control or governance of any single agency, government, or organization. The availability of networked information via library terminals does not constitute the library's endorsement of the content of that information. The Verona Public Library does not represent or warrant information found on the Internet to be accurate, authoritative, factual, timely, or useful for patrons' purposes.

(C) The Verona Public Library has no means or statutory authority to assure that only constitutionally protected material is available on the Internet. The authority to determine what is illegal content rests with the courts as defined in Wisconsin and federal statutes.

(D) The Verona Public Library assumes no responsibility for any damages, direct or indirect, arising from use of the internet. Furthermore, the Verona Public Library assumes no liability for any loss or damage to the user's data, or for any damage or injury arising from invasion of privacy in the user's computer accounts, programs, or files.

(E) Wireless access is a free public service provided by the Verona Public Library. By choosing to use this free wireless service, patrons agree to abide by the Public Computer and Electronic Device Use Policy. It is the responsibility of the user to understand these policies and refrain from illegal activities. The Library's wireless network is offered as an unsecure wireless network. Wireless printing is available for all devices. Instructions for printing are available at all library service desks and the library website.

**(F) WARRANTY DISCLAIMER**

THE SERVICES AND ANY THIRD PARTY PRODUCTS DESCRIBED IN THIS POLICY ARE PROVIDED "AS IS" "AS AVAILABLE", AND AT YOUR OWN RISK, AND NEITHER THE VERONA PUBLIC LIBRARY NOR ITS OFFICERS, DIRECTORS, OR EMPLOYEES MAKE ANY WRITTEN, ORAL, EXPRESS, IMPLIED, OR STATUTORY REPRESENTATIONS, WARRANTIES, OR COVENANTS TO YOU REGARDING THE USABILITY, CONDITION OR OPERATION THEREOF. THE VERONA PUBLIC LIBRARY AND ITS DIRECTORS, OFFICERS, AND EMPLOYEES DOES NOT WARRANT THAT ACCESS TO OR USE OF THE SERVICES OR THIRD PARTY PRODUCTS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT THEY WILL MEET ANY PARTICULAR CRITERIA OF PERFORMANCE OR QUALITY. THE VERONA PUBLIC LIBRARY AND ITS DIRECTORS, OFFICERS, AND EMPLOYEES EXPRESSLY DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT,

COMPATIBILITY, SECURITY, OR ACCURACY. SOME JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSION OF CERTAIN WARRANTIES, SO, TO THE EXTENT NOT ALLOWED BY LAW, SOME OF THE ABOVE EXCLUSIONS MAY NOT APPLY.

### **LIMITATION OF LIABILITY**

UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY, CONTRACT, TORT (INCLUDING NEGLIGENCE, PRODUCT LIABILITY, AND STRICT LIABILITY) OR OTHERWISE, SHALL THE VERONA PUBLIC LIBRARY, ITS OFFICERS, DIRECTORS, OR EMPLOYEES BE LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, EXEMPLARY, PUNITIVE, INCIDENTAL, CONSEQUENTIAL, OR COMMERCIAL DAMAGES OR LOSSES. IN NO EVENT SHALL THE VERONA PUBLIC LIBRARY'S TOTAL CUMULATIVE LIABILITY FOR ANY CLAIMS, DIRECT LOSSES, OR DIRECT DAMAGES ARISING OUT OF OR RELATING TO THIS POLICY EXCEED \$100.00 U.S. DOLLARS, EVEN IF IT HAD BEEN INFORMED OF THE POSSIBILITY OF SUCH POTENTIAL CLAIMS, LOSSES, OR DAMAGES AND EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. SOME JURISDICTIONS DO NOT ALLOW FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO TO THE EXTENT NOT ALLOWED BY LAW, SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY.

### **Indemnification**

You agree to defend, indemnify and hold harmless the Verona Public Library, its officers, directors, employees, from any claim, liability, loss, damage, cost, or expense (including without limitation reasonable attorneys' fees) arising out of or related to your use of the Service, any materials downloaded or uploaded through the Service, any actions taken by you in connection with your use of the Service, any violation of any third party's rights or any violation of applicable law or regulation. This Section will not be construed to limit or exclude any other claims or remedies that Verona Public Library may assert under this Policy, law or equity.

## **VII. Computer or Device Use by Children**

(A) The Verona Public Library assumes no responsibility or liability for the use of the Internet by children. It is the responsibility of the user (or the parent, guardian or caregiver) to determine what is appropriate. Library staff assume that children and young adults who are unattended have parental permission to use library resources, including the Internet.

(B) The public library, unlike schools, does not serve *in loco parentis* (in place of a parent). Library staff cannot act in the place of parents, nor can they act as a substitute for daycare in providing constant care and supervision. Parents or guardians are responsible for supervising their child(ren)'s computer/Internet sessions.

(C) In extreme situations the library will work with parents and legal guardians to block a child's computer access entirely, but the library cannot limit computer access by time, platforms, programs, or in any other selective way. Blocking access entirely only applies

to the computer lab computers and the specific library card account the parent or legal guardian identifies. To block a child's access, the custodial parent or legal guardian must submit a signed and dated letter including the child's library card number to the library requesting the child's computer access be blocked. The block will be in effect until the custodial parent or legal guardian submits another signed and dated letter with the child's library card number. The block will otherwise expire when the child turns eighteen (18) years old.

### **VIII. Printing**

(A) Printouts will be charged at \$.10 for black and white and \$.25 for color.

(B) Wireless printing is available for all devices. Instructions for printing are available at all library service desks and website

This policy replaces any previous policies regarding public computer, Internet, wireless access, e-reader, and electronic device use.

Library Board Approved on October 1, 2008.

Adopted Revision on April 13, 2011

Adopted Revision on March 6, 2013

Adopted Revision on March 5, 2014

Adopted Revision on May 6, 2015

Adopted Revision on March 2, 2016

Adopted Revision on June 1, 2016