

Verona Public Library
Public Computer and Electronic Device Use Policy

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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
- 4. Wifi hotspots and Chromebooks

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

- 1. iPads
- 2. Laptop computers
- 3. Chromebooks

III. Access to the Computer Lab

(A) To use the public computers and mobile lab computers, a library card and PIN (personal identification number) are necessary. Staff may provide patrons with their card numbers and PINs when they forget their library card if they present a valid photo ID. 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 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 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) Patrons under the age of eight (8) years old must be accompanied by a parent, legal guardian, caregiver, or sibling at least twelve (12) years old to use a computer.

IV. Access to Electronic Devices

(A) Patrons under the age of eight (8) years old must be accompanied by a parent, legal guardian, caregiver, 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. Wifi hotspots and hotspot Chromebooks are checked out for 28 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, laptops, 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) Overdue fines for devices are \$10/day up to \$75 maximum overdue fine.

Replacement cost will be:

\$150 for each Kindle Paperwhite package

\$100 for each Nook Color package

\$200 for each Kindle Fire

\$217 for each Geocaching package

\$335 for each Chromebook

\$405 for each iPad package

\$560 for each PC laptop

\$200 for each Wifi hotspot

\$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, Wifi hotspots, and e-readers. 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) or cloud storage. 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 use their own devices are responsible for troubleshooting those devices.

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.

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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.

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