

Wilbraham Public Library

Internet and Computing Services

Acceptable Use Guidelines and Policy

Purpose

The Wilbraham Public Library (WPL) provides access to the Internet and other computer resources as a means of fulfilling its published mission: *'The Wilbraham Public Library provides opportunities for community learning, recreation, and making connections.'* Internet resources accessible through the WPL are available equally to all users, with the understanding that it is the individual user's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using library resources and facilities. Internet access is a privilege which may be suspended. WPL staff are authorized to take action to ensure the integrity of WPL policies and the security of computers and the WPL network.

The unique, unregulated nature of the internet requires that users exercise judgment regarding information accessible on various internet sites. The library tries to protect users' privacy but complete privacy on shared computers is not a realistic expectation. The library's wireless network is an open, unsecured public network. The library does not filter access to internet sites but may monitor patron usage.

General Information

- The WPL provides patrons with access to the Internet to software applications through opportunities to use computers, printers, and other electronic devices (e.g., tablets) and the WPL WIFI network. Patrons using WPL services can access the Internet, library catalog, online databases, and office software, as well as games and educational software.
- WPL staff may offer limited personal instruction on computer access or internet searching. Patrons must take responsibility for verifying the accuracy of information obtained on the internet.
- WPL staff do not routinely review public computers but may do so if there is cause to investigate illegal activity or WPL policy violations.
- WPL patrons with a valid CWMARS library card are eligible to register for access to the WPL network and library computers.
- WPL staff offer general information regarding log-in procedures but cannot provide technical assistance or troubleshooting related to patrons' personal electronic devices. The WPL does not guarantee personal computer equipment compatibility with WPL resources.
- WPL WIFI services are also available to the public from the parking lot. Users are required to accept the WPL usage policy prior to gaining access, regardless of where they are physically located.

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- Printing is available from WPL public computers on a fee-for-service basis. Current pricing is posted in the library. Payments are made at the Circulation desk. Prices are subject to change pending Trustee approval.
- Children under the age of fourteen (14) can establish an Internet account. Parent(s) or legal guardian(s) must sign the account request.
 - Parents or legal guardians are responsible for their children's use of WPL resources and facilities.
 - Parents or legal guardians who believe that their children cannot responsibly use the WPL electronic resources must monitor their activity. Library staff cannot do this.
- Patrons are advised and expected to clear all data (cache, history, cookies, passwords) upon exit.
- WPL patrons may access the WPL public computers. This access is generally limited to a maximum of two, non-consecutive 60-minute sessions per day. WPL reserves the right to limit a computer session during times of high demand to 60 minutes. Access may be further restricted pending available public computer stations.
- Library computers are shut down 10 minutes prior to WPL closing time.

Rules of Conduct

1. Library computers and wireless connection will not be used for illegal activity, to access illegal materials, or to access materials that by local community standards would be considered obscene (as defined by section 1460 of title 18, U.S. Code), child pornography (as defined in section 2256 of title 18, U.S. Code), or harmful to minors (as defined by the Children's Internet Protection Act of 2000, Pub. L. 106-554 (CIPA)).
2. Patrons are expected to respect the fact that WPL public computers are in public space. Users will exercise that respect by refraining from displaying or transmitting graphics/text which may be inappropriate for public viewing or are illegal.
 - a. Patrons should understand that inappropriate or blatantly offensive graphics/texts may be sources of harassment (sexual or otherwise) to other users and to staff.
 - b. The WPL does not tolerate usage that is offensive, harassing, or in violation of accepted community standards.
3. Transmission of inappropriate material (as defined above) via the Internet, electronic mail, "chat rooms," social media, or other forms of direct electronic communications is prohibited.

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4. Installation, downloading, or modification of software is prohibited on WPL public computers. Patrons may download files temporarily to the Public Documents folder or to a personal storage device. Personal storage devices may be available for purchase at the Circulation desk.
5. Users will obey copyright laws and licensing agreements.
6. Users will not attempt to gain unauthorized access to restricted files or networks, or to damage or modify WPL computer equipment or software.
7. Users will respect the privacy of other users and refrain from attempting to view or read material on WPL computers being used by others.
8. By mutual agreement, people may share one access session if their behavior or conversation does not disturb other users or Library staff.
 - a. Patrons may not crowd around public computer stations or otherwise impede access to other computers or WPL resources
9. Users must use headphones to listen to audio files in the WPL. Playing audio files without the use of headphones or earbuds is prohibited. Patrons must keep the sound low so as not to disturb other patrons.
 - a. Headphones are available at the Circulation desk.
10. Patrons shall not install software or download software or executable files onto WPL public computers.
 - a. Patrons may use personal USB devices to store software with the knowledge that software may contain viruses or malware.
 - b. The WPL is not responsible for damage done to personal devices while on WPL property.
11. Users are advised to exercise caution in divulging personal information through direct electronic communications. Unauthorized disclosure of personal information about a third party is prohibited. The WPL strongly discourages credit card transactions and does not recommend saving preference, passwords, or profiles.
12. The WPL does not keep permanent record of computer access registrations, sites visited, or files created.
13. No members of the public are to ever access WPL *staff* computers.
14. Patrons should be sensitive about viewing or leaving material on the screens which may be upsetting to other patrons, whether on their own laptops or on library PCs.
15. Patrons may not use the library's internet service for any illegal activity, including use of library computers for hacking and unauthorized copying of copyright-protected material in any format.
16. Patrons are advised to avoid accessing blatantly offensive visual or text-based materials which constitute potential sources of harassment to other patrons or library staff.
17. Patrons may not use the library's internet service for: transmission of chain mail, broadcast letters, or junk mail of any type; transmission of threatening, harassing, defamatory or obscene materials;

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unauthorized access to remote computer systems; or, accessing the Internet at a terminal designated for some other stated purpose, such as the library catalog.

Privacy

Protecting user privacy has been an integral part of the intellectual freedom mission of libraries. WPL librarians have an ethical responsibility to preserve patrons right to privacy. The First Amendment right to free inquiry depends, in part, on the ability to access information free from scrutiny. The right to privacy does not extend to illegal activity, access to or /dissemination of pornography or conduct that violates the Wilbraham Public Library Behavior Policy. It should be noted that absolute privacy on WPL public computers and networks is not a realistic expectation.

- The Wilbraham Public Library Board of Trustees has not endorsed the use of filters on Library public computer stations so as to align WPL policy with the American Library Association's position on responsible use of the internet and the centrality of First Amendment rights.
- Privacy screens are available to WPL patrons who use WPL public computers.
- Internet logons are stamped in the database but there is no detailed information. Data may be retained per Police Department investigation needs.
- Staff will retrieve and secure keylogging devices that are left on WPL public computers. Because the WPL public computers run Linux systems, it is unlikely that any person trying to install keylogging software could succeed. If keylogging software was downloaded onto the desktop, it is immediately deleted after log-off.
- Public WPL WIFI is vulnerable because it is not currently password protected.
- WPL does not keep permanent record of computer access registrations, sites visited, or files created.

Termination or Prohibition of Patron Access

- When Library employees determine that the user has failed to comply with the Rules of Conduct, they are authorized to terminate that user's access session immediately. WPL staff may also restrict or suspend the scheduling of additional sessions. The WPL Director will determine the length of access suspension.
- Serious misuse (i.e., illegal activity) or repeated violations may result in the offender being indefinitely or permanently barred from in-library internet access.

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- Internet users whose access has been terminated or prohibited will be given the opportunity to appeal the action and to request that Internet access privileges be reinstated.
- A written appeal must be submitted to the Library Director.
- The appeal will be reviewed by the WPL Board of Trustees. A response will be issued within forty-five days.

Disclaimer

The library takes precautions, such as virus detection software, to protect public computers. The WPL is not responsible for damage to users' personal equipment, or for the compromise of any personal information. The Wilbraham Public Library staff, Board of Trustees, and the Town of Wilbraham are not liable for any negative consequences that may result from using the library's computing and/or wireless services.

Approved by Wilbraham Board of Library Trustees, January 18, 2022