Patron Computer & Internet Use Policy

Revised: March 11, 2019

Approved by the Board: June 11, 2018

Computer Use and Internet Access

Special Thanks.

The Library Board and staff of the Lake Region Public Library would like to thank the Bill & Melinda Gates Foundation for their nationwide Library Initiative Program through which the library in 2002 secured four additional Gates Library Computers for public Internet access, an HP laser-jet printer, accessory equipment, software, training, and technical support.

The Library Board and staff of the Lake Region Public Library would like to thank the North Dakota Telephone Company which in 1997 provided the library with dial—up Internet service; in 2001, installed DSL service, vastly improving our public Internet service; and, since 1997, has funded our Internet connection service.

Internet Use Policy

As of June 11, 2018, users of the Internet in the Lake Region Public Library agree to abide by the following rules:

1. PERMISSION GRANTED. Anyone with a library card can access the Lake Region Public Library computers. Parents or guardian must be aware that signing a child up for a library card not only gives them access to library material and books, but also the computer's internet. **Patron computer use is not monitored.**

2. 60-MINUTES. Patrons are guaranteed two 60 minutes sessions on the internet per day. The 60 minute sessions may be consecutive if there are no other patrons waiting for a computer. Additional 60 minutes sessions, beyond the two daily 60 minute sessions, can be purchased for $2.00 per 60 minute session.

3. GUEST PASSES. Ramsey County residents who do not wish to get a library card my request a 30 minute onetime daily, guest pass. The cost for a Non-Residents of Ramsey County who wish to use library computers will be charges $1 for computer access using a Guess pass. Children under 18 must have a parent or guardian present in order to get a guess pass. Card members may only request a guess pass as long as there is no fine or fee on the patrons account. Library staff have the right to refuse a guess pass to

a card holding patron who continually asks for a guest pass. Patrons who have lost their library card will need to purchase a new one.

4. NO PRIVACY. There is absolutely no guarantee of privacy on the internet, even if it may be promised by a particular website.

5. PERSONAL SOFTWARE. May never be loaded on a library computer' s hard drive.

6. DOWNLOADING SOFTWARE FROM AN INTERNET SITE. You may only download software from the Internet onto these computers if you have permission from a librarian; when done, it should be deleted from the computer being used. Note that antivirus software used by the library' s computers will normally prevent any outside software from being loaded anyway; library staff will NOT circumvent this antivirus protection; finally, rebooting a patron internet computer will remove any software or files created since the last reboot.

7. SOCIAL NETWORKING SITES. Such sites, like Facebook, You Tube, etc. , should be used only with the greatest care taken for your personal information (including address, banking and checking account info, social security number, etc.). Be sure to log out completely.

8. FINES AND FEES. Patrons with unpaid fines and fees will not be granted access to the library computers until that patron's fines and fees are paid in full. Fines and Fees can be paid in person or on the library's website: www.DevilsLakeNDlibrary.com

9. ILLEGAL SITES. Never intentionally break the law! If, by some accident, you think you have broken this rule, turn off the monitor screen and notify a staff person immediately.

10. PROBLEMS. Ask a staff person if you 'get stuck'. Computer assistance may be limited based on library staff availability.

11. USERS. Library staff has the right to regulate computer use. If a librarian tells you to find a more appropriate site on the Internet, do so or you will be asked to get off the computer and will not be allowed on any computer for the remainder of that day; you might also be asked to leave the library.

12. LIBRARY STAFF. If you do not make a good faith effort to follow the rules above, the library staff may restrict or prohibit your use of the computers for a short period of time or forever (the staff may also notify your parent or guardian).

Internet Access Policy.

1. The library staff is NOT responsible for what users of our computer stations access, observe, or download. The library staff will NOT supervise internet use, though library staff may act on complaints concerning internet use from other patrons, or act on their own initiative if they happen to observe what may be inappropriate use of the library' s computers.

2. Library card holders and any other person may use the library' s computers subject to the following additional. guidelines:

   A. Free Access. Access is free (no monetary charge) to any user. Guest passes will be provided to those patrons who are visiting for short periods of time, and have valid proof of non-residency. Exception: Patrons must also have no unpaid fines or fees in order to access the computers. Patrons with fines or fees will be required to pay their fines and fees in full before computer access is granted.

   B. Printing. The Library charges a fee of $0.10 - $0.50 for each sheet of paper, color or black and white. Patrons will need to put money on there account before they will be able to print items. Patron may also print from their smartphones or other devices and computers using the library's SmartALEC system.

   C. Computer assistance may be limited based on library staff availability.

   D. All eight computers are available at any time. If all eight computers are occupied, a patron may reserve a computer at the library staff desk. Patrons or visitors may reserve a 30-minute period of computer time per day in the following way:

      1. Walk in and reserve a computer though the SAM system or reserve a computer from home through the library website.

   E. Computer station sign-up limits and conditions. Patrons or visitors may sign up to use a computer station under the following conditions:

      1. The patron may be restricted to 60 minutes maximum per day if user volumes are high.

         NOTE: patron may continue using a station after their initial 60 minute period is over IF no one else is waiting. Depending on a particular computer station's schedule, a patron may spend 60 minutes at a station and then sign up for an additional 60 minutes later the same day on the same or a different machine. After a patron has used both allotted 60 minute sessions, additional 60 minute sessions may be

purchased for $2.00. Note: If a patron requests more time before their session has timed out, they can receive one 60 minute time for $2.00. If the patron requests more time after there session has ended they will have to pay $4.00, this will then allow them to receive two more 60 minute sessions.

2. If more than 10 minutes late for their appointment, the reserved computer time will be considered cancelled and the library staff will allow another interested patron to have the scheduled time;

3. Appointments are on a strictly first-come, first-served basis; the library staff has the final say concerning two patrons scheduling overlapping times or disputes concerning which patron signed up 'first';

4. The patron agrees to abide by the "Internet Use Policy" section described above, and the contents of this section.

F. Violations of U. S. or state law. Transmission or downloading of any material in violation of any U.S. or state law or regulation is prohibited. This includes, but is not limited to, copyrighted materials, threatening, harassing or obscene materials, or materials protected by trade agreements. Any and all illegal activities are prohibited, and if observed by the library staff will be reported to the police,

G. Personal Software. Personal diskettes, CD- ROMs, etc., may be used to download material from the internet but may NOT be used to load anything onto the hard drive of a library computer. (Our maintenance agreement prohibits this and the possibility of transferring a 'virus' is real and constant.)

H. Assistance/ Problems. If staff time and personal knowledge permit, assistance of a patron in solving a problem incurred while using a computer may be available; but it is not guaranteed.

1. If the station 'freezes' let a library staff person know and they will reboot the machine.

2. If something 'strange' happens and the monitor, mouse, keyboard, or computer (CPU) malfunctions, inform the library staff immediately.

3. If something seems to be wrong with the station' s software or it does not seem to connect with the

internet, or the connection is suddenly interrupted, inform the library staff right away.

I. Use of library computers for your business or for commercial advertising purposes. Using the internet stations for commercial advertising or other regular business purposes (i.e. , attempting to run a business enterprise from the library) is prohibited as these internet stations are publicly funded.

J. Network Etiquette. Patrons are expected to abide by the generally accepted rules of Internet etiquette. These include, but are not limited to, the following:

   1. Be polite.Do not send abusive or harassing messages to others. Do not post anonymous messages.

   2. Use appropriate language.

   3. Do not reveal your name or any personal information, including your phone number, to any 'stranger' on the Internet; never reveal personal information of any of your friends or acquaintances on the Internet.

   4. Remember that email is NOT a private means of communication. NOTHING on the Internet is private.

   5. Do not use the Internet station in such a way that it would disrupt, embarrass, or restrict the use of the station for other patrons (e.g., try to change the settings or appearance of the 'normal' configuration of the station just to suit your own personal tastes; sending mass email messages—also known as spamming', etc.)

   6. Do not post personal communications on a public website without the original author's consent.

K. Vandalism.

   1. Any purposeful attempt to change system administrative settings or other parameters may be cause for immediate revocation of internet privileges, may result in revocation of general library privileges, and may also result in prosecution and/or assessment of monetary damages.

2. Any intentional vandalism of the hardware or software may result in immediate revocation of Internet privileges; may result in revocation of general library privileges; and may also result in prosecution and/or assessment of monetary damages,

Revocation of Access. Users who fail to abide by these policies may not be allowed to use the internet stations, may not be allowed other library privileges, and may be subject to prosecution and/or assessment of monetary damages. Such penalties are left to the judgment of the library staff who will be guided by the following suggested measures:

1. **If the patron is 17 years of age or younger:**

   A. warn them that a parent/ guardian will be contacted.

2. **For all Patrons:**

   A. Request the patron find a more appropriate site.

   B. Warn the patron that what they are doing is inappropriate or illegal.

   C. Demand the patron sign-out of the site they are on and leave the library.

   D. Warn the patron that their Internet privileges be revoked for x-number of weeks or months.

   E. Warn the patron that BOTH their Internet and general library privileges be revoked for x-number of weeks or months.

   F. Inform the patron that their Internet privileges ARE revoked for x-number of weeks or months.

   G. Inform the patron that BOTH their Internet and general library privileges ARE' revoked for x-number of weeks or months.

   H. Inform the patron that their Internet privileges ARE revoked indefinitely.

   I. Inform the patron that BOTH their Internet and general library privileges ARE revoked indefinitely.

   J. Warn the patron you will call the police.

   K. CALL the police (911)