



## **Computer & Internet Use Policy**

### **1. Public Access to the Internet**

The Geneva Public Library (“the Library”) provides public access to the internet as one of many resources to fulfill the Library’s mission. The internet expands the scope of information available at the Library. It is, however, an unregulated medium that changes constantly and unpredictably. The Library is not responsible for the quality or accuracy of information found on the internet. Users are responsible for evaluating information received via the internet.

#### **1.1 Wireless Internet (Wi-Fi) Access**

The Library offers free wireless internet (Wi-Fi) access for use with laptop computers, smartphones, tablets, and other wireless devices.

The Library cannot guarantee that the Wi-Fi will be available at any specific time.

While the Library’s content filtering software applies to Wi-Fi usage, the public Wi-Fi network is accessible to all ages without restriction.

The Library assumes no responsibility for any alterations or interference with a device’s configuration, operation, or data files resulting from connection to the Library’s Wi-Fi network. Virus and security protection is the patron’s responsibility.

Patrons are not permitted to use Library Wi-Fi for illegal or time-consuming commercial purposes, or for purposes that infringe on other patrons’ access to equal bandwidth usage.

#### **1.2 Access to Library Computers**

Adult patrons have access to computers on the second floor of the Library.

Youth patrons (age 17 and under) have access to computers on the ground floor. Parents/guardians are responsible for determining whether their child can use a Library computer. They are encouraged to discuss computer safety precautions with their children.

#### **1.3 Availability**

Library computers, excluding the library’s microfilm computer, are available on a first-come, first-served basis. Patrons are encouraged to call the Reference Desk to reserve the microfilm

computer.

If patrons are waiting to use a computer station on the second floor, use is limited to 60 minutes per session.

Youth computer sessions are limited to 60 minutes per day for unaccompanied minors.

Prior to all public computers automatically shutting off at closing, patrons will receive a warning message displayed on the monitor. Time can not be extended past the automated shutdown period.

#### **1.4 Employee Assistance**

Library employees are trained to provide limited assistance on the public computers and patrons' personal devices, and will assist patrons as time allows. Library employees can help patrons configure their devices to the best of their ability, with the understanding that any changes may void applicable insurance or warranties.

One-on-one technology assistance appointments with a Library employee are available as scheduling allows. Check the Library's website for availability.

Only the Executive Director, Reference Librarian, or OWWL Library System representative can install new software onto the public access computers. Acceptable software is determined by the Executive Director, Reference Librarian, or OWWL Library System representative.

Users should immediately report any problems with equipment to a Library employee.

## **2. Acceptable Computer Use**

All patrons using the Library's computers must agree to the Library's policies and rules. Patrons are held responsible for their activity on the internet.

No more than two people are allowed at a single computer at a time. If two people are at one computer station, both individuals will be held accountable for any damages or rule infractions.

Patrons are responsible for maintaining the physical condition of the Library's technology as they find it.

Patrons are not permitted to make any changes to the computer's configuration. Patrons may save files to a library-owned computer, but assume responsibility for the content and privacy of said files. Any files saved to the computer will be deleted once the computer is restarted or shut down at the end of the patron's session. Library employees are authorized to delete any

patron files, including documents, photos, videos, and music files, during routine maintenance of Library computers.

## **2.1 Rights of Patrons**

The Library's computer terminals are located in public areas that are shared with Library employees and patrons of all ages, backgrounds, and sensibilities. Individuals are expected to respect the rights of others when accessing information or images. Patrons and staff may not display material on screens that are easily visible to others if the content is discriminatory in nature. This does not limit private research or viewing of difficult or sensitive topics. It only applies when content is displayed in a way that could impact others in shared spaces. The Library reserves the right to ask a patron to move to a more private area or close the discriminatory, potentially offensive material.

To respect the rights of other patrons, as well as library staff, be considerate and avoid any excessively loud or boisterous behavior while using a device. Patrons are encouraged to use headphones for any audible material on devices. Phone call use while at a public computer is highly discouraged. Necessary phone calls on the second floor should be kept to under two minutes, and Library employees may ask patrons to move to an area of the library where the phone use will not bother others. Patrons are encouraged to take their phone calls outside when the weather permits.

The Library does not, as part of its regular practice, retrieve any information, including websites visited, passwords, credit card numbers, or any other information a patron has entered while using a Library computer. Once a public computer terminal is restarted, all information about that previous session is deleted within the capacity of the Library's resources.

The internet is not a secure medium and all transactions, files, and communications may be vulnerable to unauthorized access by third parties. It is the Library's operating procedure to erase all patron computer records, except those essential for Library business operations. If required by law, the Library will release records, including those relating to internet usage, as outlined in the Request for Confidential Library Records Policy.

## **2.2 Illegal Activities**

Use of the internet for activities that violate local, state, or federal laws is prohibited. This includes, but is not limited to, activities such as viewing child pornography, committing fraud, hacking, unauthorized access, or spreading libel or slander.

If patrons are seen, or reported to be, viewing potentially offensive or illegal material, as defined in this policy, the Library reserves the right to monitor patron use of Library computers.

Patrons may only make copies allowable by copyright laws or licensed software agreements.

Library employees will not assist patrons with the copying or downloading content protected by copyright law, including but not limited to software, music, movies, and video games. The Library is not responsible for policing patron adherence to copyright laws or software agreements.

### **2.3 Suspension of Computer and/or Library Privileges**

Patrons who do not follow these rules may be prohibited from using computers or other Library equipment, have their Library privileges suspended, be banned from the Library, and/or be prosecuted for illegal activities, as per the Library's Safety Policy.

## **3. Cybersecurity**

The Geneva Public Library works with the OWWL Library System to protect networks, devices, and data from unauthorized access or criminal use; and attempt to ensure confidentiality, integrity, and availability of information.

The OWWL Library System provides content filtering to ensure its libraries comply with the Children's Internet Protection Act (CIPA).

The Library maintains a *Technology Disaster Recovery Plan* in case of an emergency.

However, as noted above, the internet is not a secure medium, and the library cannot guarantee absolute security.

## **4. Personal Property**

The Library assumes no responsibility for damage, theft, or loss of any kind to a patron's equipment, software, data files, or other personal property brought into or used at the Library's facilities.

The Library charging stations are not supervised. The Library is not responsible for stolen devices or damage to the user's device. Use of a charging station is at the owner's risk.

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