



Computer Usage Policy

Mission Statement: The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

Purpose Statement: This document constitutes a Library-wide policy for the management of computer data networks and the resources they make available, as well as stand-alone computers that are owned and administered by the Library. The policy reflects the ethical principles of the Library and indicates, in general, what privileges and responsibilities are characteristic of the Library computing environment.

General Information: Computers and the Internet enable the Library to provide resources beyond its collection. They allow access to ideas, information and commentary from multiple and global sources. Access to electronic resources is provided free by the Library as part of its mission. Access is provided readily and equitably to users, regardless of race, age or socioeconomic status. The Library believes that the benefits to the community from this access far exceed any disadvantages. By its very nature, the Internet is an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some materials that may be offensive, illegal or inaccurate. The Library cannot control access points that often change rapidly and unpredictably.

INTERNET SAFETY

The Library addresses the following Internet safety issues through its Acceptable Use Agreement, Parental Permission Form, and the use of technology protection measures on library computers:

- Access by minors to inappropriate matter on the Internet and World Wide Web;
- The safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications;
- Unauthorized access, including “hacking,” and other unlawful activities by minors online;
- Unauthorized disclosure, use, and dissemination of personal identification information regarding minors; and
- Measures designed to restrict minors’ access to materials harmful to minors.

Technology Protection Measure: The term “technology protection measure” means a specific technology that blocks or filters Internet access to visual depictions that are:

- Obscene;
- Child pornography;
- Harmful to minors;

As those terms are defined in Section 1703 of title 17, Children’s Internet Protection, United States Code, and based on the Supreme Court’s June 2003 ruling that the filtering language in CIPA was, on its face, constitutional for public libraries. In accordance with the ruling, the library provides adults the ability to have unfiltered Internet access for “bonafide research” or “other lawful purpose” by submitting the library’s “Request for Disabled Internet Filtering” form.

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Cyber-bullying: It is unlawful for any person to use a computer or computer network to “cyber-bully” in accordance with North Carolina statute 14-458.1 article 60 "Cyber-bullying". The term “cyber-bullying” means to do any of the following:

- With the intent to intimidate or torment a minor:
 - Build a fake profile or Web site;
 - Pose as a minor in:
 - An Internet chat room;
 - An electronic mail message; or
 - An instant message;
 - Follow a minor online or into an Internet chat room; or
 - Post or encourage others to post on the Internet private, personal, or sexual information pertaining to a minor.
- With the intent to intimidate or torment a minor or the minor's parent or guardian:
 - Post a real or doctored image of a minor on the Internet;
 - Access, alter, or erase any computer network, computer data, computer program, or computer software, including breaking into a password protected account or stealing or otherwise accessing passwords; or
 - Use a computer system for repeated, continuing, or sustained electronic communications, including electronic mail or other transmissions, to a minor.
- Make any statement, whether true or false, intending to immediately provoke, and that is likely to provoke, any third party to stalk or harass a minor.
- Copy and disseminate, or cause to be made, an unauthorized copy of any data pertaining to a minor for the purpose of intimidating or tormenting that minor (in any form, including, but not limited to, any printed or electronic form of computer data, computer programs, or computer software residing in, communicated by, or produced by a computer or computer network).
- Sign up a minor for a pornographic Internet site with the intent to intimidate or torment the minor.
- Without authorization of the minor or the minor's parent or guardian, sign up a minor for electronic mailing lists or to receive junk electronic messages and instant messages, with the intent to intimidate or torment the minor.

Unfiltered Wireless Internet Access: Unfiltered wireless Internet access is provided for patrons who have their own hardware and software in compliance with the Children’s Internet Protection Act (CIPA) in that, the Act specifies that a library must have a Technology Protection Measure in place “with respect to *any of its* computers with Internet access [emphasis added].” In this regard, it is understood that CIPA’s phrase “its computers” refers to a library’s PCs, not patron-owned wireless devices.

CONFIDENTIALITY

The Library will treat data stored on computers as confidential (whether or not that information is protected by the computer operating system). Requests for disclosure of information will be honored only under one of the following conditions:

- when approved by the Regional Director;
- when authorized by the owners of the information;



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- when required by local, state or federal law.

Computer users will receive notice of such disclosures when possible. (Viewing of information in the course of normal system maintenance does not constitute disclosure.)

Warning: Users of electronic mail systems should be aware that electronic mail in its present form cannot be secured and is, therefore, extremely vulnerable to unauthorized access and modification.

RESPONSIBILITIES OF USERS

Users of Library computing resources have the following responsibilities:

- Users must sign an Acceptable Use Agreement or an Application for Borrower's Card to use full access Internet stations;
- Users of full access Internet stations must use either their own current library card or their own current guest card issued by an NC Cardinal Library. To obtain a card, please refer to the Fontana Regional Library circulation policy;
- Users of mobile computers must have both a library or guest card issued by an NC Cardinal Library (in good standing) **and** a current government issued photo ID card. The photo ID is held by the library for the duration of the mobile computer(s) session;
- As the Library cannot control the content of material accessible electronically, individual users must accept responsibility for information accessed;
- Users are responsible for payment of printing fees incurred;
- Users should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of these processes;
- Computer accounts, passwords, library or guest cards, and other types of authorization that are assigned to individual users should not be shared with others;
- Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from invasion of the user's privacy.

Parents and legal guardians responsibility: Parents or legal guardians of minor children (under 16 years of age) are encouraged to provide guidance to their own children. Parents or legal guardians are solely responsible for their child's, and only their child's, use of the Library's electronic resources. Parents and legal guardians must grant permission for their minor children to use the Internet by signing the Fontana Regional Library Application for Borrower's Card or the Acceptable Use Agreement.

Legal use: The public and staff may only use computing resources for legal purposes. Examples of unacceptable purposes include, but are not limited to, the following:

- Harassment of others;
- Libeling or slandering others;
- Destruction of or damage to equipment, software, or data belonging to the Library or others;
- Disruption or unauthorized monitoring of electronic communications;
- Unauthorized copying of copyright-protected material;
- Using any computer for illegal or criminal purposes;
- Using any computer as a staging ground to "crack" or "hack" any computer system.



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Ethical use: Computing resources should be used in accordance with the ethical standards of the Library. Examples of unacceptable use (some of which may also have legal consequences) include, but are not limited to, the following:

- Violation of computer system security;
- Unauthorized use of computer accounts or access codes;
- Use of computer communications facilities in ways that unnecessarily impede the computing activities of others (such as randomly initiating interactive electronic communications or e-mail exchanges, overuse of interactive network utilities);
- Violation of software license agreements;
- Violation of network usage policies and regulations;
- Violation of another user's privacy;
- Disruptive use of computers that might be detrimental to library service.

Library Responsibilities: The Library is responsible to provide reliable computer services in a safe and accessible environment. The Library will make reasonable effort to:

- Provide staff assistance to users of Library computing resources;
- Accommodate users with special needs;
- Maintain Library computer equipment in good order;
- Resolve outside vendor problems in a timely manner;
- Partner with parents, teachers and other organizations to meet community needs;
- Administer and enforce this policy fairly and impartially.

Library Computers: The Library provides computers for the following activities, at some or all locations:

- Internet Access, including full access and express stations, available with a signed agreement;
- Topic Specific Workstations with access to pre-selected Internet sites and related information on popular subjects;
- Educational and Recreational Games suitable for all ages;
- Office Applications (Word processing, etc.) for enhanced productivity;
- Online access to the Library catalog;
- Technology training classes and workshops;
- Computer labs for training seminars, workshops and general computer use.

Patron computers and Wireless Devices: The Library provides unfiltered limited wireless Internet access at all locations, free of charge for patrons who have the required hardware and software needed for this service:

- Access is on a first connect basis and controlled automatically by the Access Point;
- The owner is responsible for setting up their equipment to access the Library's wireless network;



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- The Library does not assume responsibility for the safety of equipment or for configurations, security, or data files resulting from connection to the library's wireless service;
- Library staff may provide assistance in getting connected to the wireless network and other services. Library staff may assist patrons in configuring their own equipment. Library staff will not configure patrons' equipment, or accounts.
- Virus and security protection is the responsibility of the patron.

SANCTIONS

Violators of the Computer Usage Policy may lose Library privileges. Staff will be subject to normal disciplinary procedures as well. Violations of the Policy described above for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may also be subject to prosecution by local, state or federal authorities.

DISCLAIMER

Since the Internet is a global electronic network, there is no state/county control of its users or content. The Internet and its available resources may contain material of a controversial nature. In accordance with current state and federal laws, library computers that connect to the Internet use a technology protection measure to filter and block access to images that are obscene, pornographic, or harmful to minors. Filters are not 100% effective and may not filter images that should be blocked, and conversely, may block images that should not be blocked. In the event a site is wrongly blocked, or conversely, not blocked, library users may request review. Parents of minor children must assume responsibility for their children's use of the Internet through the Library's connection. Parents and children are encouraged to read *Child Safety on the Information Highway*, reprinted and distributed with permission of the National Center for Missing and Exploited Children.

Library staff cannot control the availability of information links that often change rapidly and unpredictably. Not all sources on the Internet provide accurate, complete or current information. Users need to be adept information consumers, questioning the validity of the information.

The Fontana Regional Library assumes no responsibility for any damages, direct or indirect, arising from use of its website or other services.

This policy is based on and is consistent with the *Library Bill of Rights, Access to Electronic Information, Services, and Networks: An Interpretation of the Library Bill of Rights*, and the *Children's Internet Protection Act*.

Computer Usage Policy Acceptable Use Agreement



Time Limits Per Day

Computer use is limited to one hour per session unless no one is waiting, and two sessions per day to maximize availability of Library computers for all users.

Accessing Library Computers

Users can access library computers by signing-in at the Information Desk, PC Reservation Station, or an available computer.

Users of full access Internet stations must use either their own current library card or their own current guest card issued by an NC Cardinal Library.

Users of the Library's mobile computers must have both a library or guest card issued by an NC Cardinal Library (in good standing) **and** a current government issued photo ID card. The photo ID is held by the library for the duration of the mobile computer(s) session;

Users may make appointments in person or on the phone for hour-long sessions.

Printing

There is a charge of \$.25 per side for printing. Use the Print Preview feature to view before printing.

Saving Files

Save your work on removable media, not the hard drive. Removable media may be available for purchase at the desk.

Computer Use

Please do not use any software program other than the ones the Library has installed.

All minors under 16 years of age who use full access Internet must have their parent's or legal guardian's signature granting permission on the Fontana Regional Library Application for Borrower's Card or the Fontana Regional Library Acceptable Use Agreement.

Help

Assistance may be provided if requested.

AGREEMENT

I agree to comply with the stated rules of the Computer Usage Policy.

PRINT NAME _____ DATE _____ GUEST []

SIGNATURE _____ Staff initials _____

PARENT'S SIGNATURE FOR MINORS (under 16 years of age)

- I give my child permission to use the Internet at the Library
- I do NOT give my child permission to use the Internet

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Library Bill of Rights



The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980,
inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

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Library Bill of Rights



Access to Electronic Information, Services, and Networks: an Interpretation of the LIBRARY BILL OF RIGHTS

Introduction: The world is in the midst of an electronic communications revolution. Based on its constitutional, ethical, and historical heritage, American librarianship is uniquely positioned to address the broad range of information issues being raised in this revolution. In particular, librarians address intellectual freedom from a strong ethical base and an abiding commitment to the preservation of the individual's rights.

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information. These rights extend to minors as well as adults. Libraries and librarians exist to facilitate the exercise of these rights by selecting, producing, providing access to, identifying, retrieving, organizing, providing instruction in the use of, and preserving recorded expression regardless of the format or technology.

The American Library Association expresses these basic principles of librarianship in its *Code of Ethics* and in the *Library Bill of Rights* and its Interpretations. These serve to guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to electronic information, services, and networks.

Issues arising from the still-developing technology of computer-mediated information generation, distribution, and retrieval need to be approached and regularly reviewed from a context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are not swept away.

Electronic information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it. Even so, many people, for reasons of technology, infrastructure, or socio-economic status do not have access to electronic information. In making decisions about how to offer access to electronic information, each library should consider its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

The Rights of Users: All library system and network policies, procedures or regulations relating to electronic resources and services should be scrutinized for potential violation of user rights. User policies should be developed according to the policies and guidelines established by the American Library Association, including Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.