

Lake Bluff Public Library
Computer Use Policy

INF-3: Use of Library-Provided Personal Computers

The Library provides computers for public use and a wireless hub for use of personal computers in the Library. The following guidelines apply to use of the Library's computers and related services

- A. Computer use is available in the Adult Computer Area by signup or reservation, and in the Children's Department on a first-come, first-served basis.
- B. Computers will be available when the Library opens up until 15 minutes before the Library closes.
- C. Patrons in the Adult Computer Area may use the computers for a maximum of 240 minutes each day, with a minimum of two login sessions per patron per day. Each login session in the Adult Computer Area lasts a maximum 120 minutes; at which time, if no patrons are waiting to use the computer, the system may automatically grant further time. If another patron is waiting to use the computer, the patron will not be offered further time and will be automatically logged out when their time expires.
- D. If deemed necessary, staff may make permanent adjustments to the time and sessions available for all patrons in the Adult Computer Area. Such changes in service will be posted well in advance and fairly applied to all patrons.
- E. If a patron requires more time than is available for their session, they may ask the staff member at the Reference Desk for an extended session. The staff member will grant extra time as deemed appropriate given how busy the computers are and the reason for the request.
- F. If a patron is more than 10 minutes late for a reservation, the remaining time will be relinquished to any waiting patron.
- G. If a computer in the Adult Computer Area is idle for longer than 10 minutes, the computer system will ask the user to verify that they are still using the workstation. If the patron does not provide verification, the session will be automatically terminated and the computer made available to another patron.
- H. Patrons may bring their own data storage devices, including travel/jump/key drives, but may not save or install anything onto the computer beyond the time of original use. Flash drives will be available for sale at the Adult Reference Desk while supplies last.
- I. All library computers are set up to prevent any file from being added to the hard drive. Any items that may be added to the hard disk will be deleted as soon as they are identified, or at the end of the business day, whichever comes first.
- J. Software use is limited to that provided by the Library. Use of programs with sound, regardless of their source, requires the use of headphones.
- K. Illegal activities or activities that interfere with or disrupt the equipment, network, users, or services are prohibited. The Library enforces laws regarding the privacy of library users in Illinois, and the confidentiality policies of the American Library Association. Further, we ask that computer users be sensitive to the use of computers in a public environment, which is used by people of all ages.
- L. The Library reserves the right to monitor public computers when a violation of policy or illegal activity is suspected. Staff is authorized to take immediate action to protect the security of computers and to enforce rules which include asking a computer user to leave the premises and/or to contact law enforcement authorities. A user who has been asked to leave the Library has the right to present a grievance at the next scheduled Board meeting if the concern is placed by the patron on the meeting agenda 48 hours prior to the meeting, in accordance with Illinois Open Meeting laws.
- M. The Library may provide scheduled computer classes or training upon request, and Library staff members may provide limited individual instruction at their own discretion during times of low volume in the Library. Full documentation for each software application will be available, and patrons are expected to consult the documentation and use self-guided tutorials.
- N. The Library reserves the right to charge for printing, at a cost of \$.10 per page for black and white documents, and \$1.00 per page for color documents.
- O. The Library collects statistics about the use of its computers for planning and reporting purposes. Using the public computers and wireless network implies consent that the user agrees to be included in these statistics. These statistics will not identify individual users

Lake Bluff Public Library Computer Use Policy

- or the nature of their computer use, provided that the patron has not violated the policies of the library, or any State, Federal, or Local law.
- P. Patrons are responsible for complying with copyright laws and licensing agreements while using Library computers, and for paying to use any fee-based services not provided by the Library.
 - Q. The Library assumes no responsibility for accuracy, timeliness, bias or potential offensiveness of any Internet-based content.
 - R. Parents/legal guardians and caregivers are urged to discuss appropriate and safe use of the Internet with children in their care. Filters are installed on public computers in the Children's Department and in the Adult Department, though the filters on the computers in the Adult Department provide wider access. The Library does not limit children's Internet access or restrict their computer usage to Children's Department computers only. Filters will be removed by staff at the request of any user and the discretion of library staff. Parents who want their children to use computers with the greatest amount of filtering may wish to advise their children to use computers in the Children's Department for Internet access.
 - S. Children have first priority for use of the computers in the Children's Department. Adults may not use the computers in the Children's Room without the specific permission of the Library Director or his/her designee.

INF-4: Use of Library-Provided Wireless Network

The user is solely responsible for the content of any transmissions over the Internet by anyone who uses the Library and/or equipment.

The Library may, without notice, interrupt services immediately after any event where the Library determines the user is in breach of the Acceptable Use Policy.

The user may not connect routers, hubs, switches, repeaters, concentrators, or other devices that may interfere with network traffic without prior approval from the Library Director or designee.

Parents are responsible for their children's Internet activities on the Library's wireless network, which may be accessible from within the building or the surrounding area. The Library will not assume responsibility or liability for the Internet activities of any user. User activities and Internet protocol addresses are logged and monitored for Acceptable Use violations.

The user is responsible for maintaining appropriate virus protection and security patches on his or her computers. Computers that are deemed a threat to the Library's network will be disconnected from the service.

Staff is authorized to request that patrons using computers which are in question immediately cease using the wireless service. The patron may file a grievance to be discussed at the next scheduled monthly Board meeting, provided the item is placed on the agenda by the patron more than 48 hours before the meeting, in accordance with the Illinois Open Meeting laws.

The Library's wireless network is not secure. Information sent from the user's laptop can be captured by anyone with a wireless device and appropriate software within or near the Library. Library staff cannot provide technical assistance. The Library assumes no responsibility for the safety of equipment or for any alterations or loss of configurations, security, or data files resulting from connection to the Library's wireless network. The Library does not recommend the transmission of sensitive information, including but not limited to passwords, account numbers, and logins. Printing capability is not available.

The Library reserves the right to require individuals to discontinue the display of information or images that could cause a disturbance in the public building or grounds. The Library reserves the right to deny wireless access to anyone at any time and can make no guarantees about the

**Lake Bluff Public Library
Computer Use Policy**

availability or proper function of this service. The Library's wireless network is only for the use of Library patrons who agree to the Acceptable Use Policy.

The following use is *prohibited*:

- A. Violating the law or aiding any unlawful act.
- B. Accessing, altering, or destroying any information of another by any fraudulent means or device, or any attempt to do so.
- C. Interfering with or disrupting other network users, network services, or network equipment, whether intentionally or not.
- D. Sending unsolicited bulk and/or commercial messages over the Internet using the service, or using the service for activities that invade another's privacy.
- E. Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including, but not limited to, patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party.
- F. Advertising, soliciting, transmitting, storing, posting, displaying, or otherwise making available obscene or indecent images or other materials. The Library will notify and fully cooperate with law enforcement if it becomes aware of any use of the service in any connection with child pornography or the solicitation of minors.
- G. Transmitting, posting, uploading, or otherwise making available defamatory, harassing, disturbing, abusive, or threatening material or language that encourages bodily harm, destruction of property, or harasses another.
- H. Accessing illegally or without authorization computers, accounts, equipment, or networks belonging to another party, or attempting to penetrate security measures of any other system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity.
- I. Transferring technology, software, or other materials in violation of applicable export laws and regulations, including but not limited to the U.S. Export Administration Regulations and Executive Orders.

Anyone who believes there is a violation of the Acceptable Use Policy should direct the information to the Library Director.

UNDER NO CIRCUMSTANCES WILL THE LAKE BLUFF PUBLIC LIBRARY, ITS SUPPLIERS OR LICENSORS, OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, AND AFFILIATES BE LIABLE FOR CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES OR LOST PROFITS, WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON CLAIMS OF A PATRON OR CUSTOMER, ITS APPOINTEES OR ITS OR THEIR CUSTOMERS (INCLUDING, BUT NOT LIMITED TO, UNAUTHORIZED ACCESS, DAMAGE, OR THEFT OF SYSTEMS OR DATA, CLAIMS FOR LOSS OF GOODWILL, CLAIMS FOR LOSS OF DATA, USE OF OR RELIANCE ON THE SERVICE, STOPPAGE OF OTHER WORK OR IMPAIRMENT OF OTHER ASSETS, OR DAMAGE CAUSED TO EQUIPMENT OR PROGRAMS FROM ANY VIRUS OR OTHER HARMFUL APPLICATION), ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE. IN NO EVENT WILL THE AGGREGATE LIABILITY OF THE LAKE BLUFF PUBLIC LIBRARY EXCEED \$1. THE LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SET FORTH IN THIS SECTION WILL NOT APPLY ONLY IF AND TO THE EXTENT THAT THE LAW OR A COURT OF COMPETENT JURISDICTION REQUIRES LIABILITY UNDER APPLICABLE LAW BEYOND AND DESPITE THESE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS. IF ANY PORTION OF THIS DISCLAIMER IS DEEMED INVALID BY LAW OR IN A COURT OF COMPETENT JURISDICTION, ALL OTHER PORTIONS REMAIN IN FULL FORCE AND EFFECT.

Approved by the Board of Trustees March 10, 2009. Revised February 12, 2013