

## INTERNET ACCESS AND COMPUTER USE POLICY AND GUIDELINES

Updated, revised, and amended: June 10, 2024

Updated: November 2016

Adopted November 2013

### LIBRARY MISSION

To support and connect community members, the Geraldine E. Anderson Village Library provides free and open access to a broad range of information, materials, and services that contribute to life-long learning and enjoyment for people of all ages and backgrounds.

### PURPOSE

Internet connected computers, printer/copier, and Wi-Fi access are important services that the library offers to support community members and to provide open access to information. This policy provides broad guidance for Library Users, Personnel, and Management regarding use of these Library services. The policy is further intended to clarify the limits of the Library's responsibility as well as the responsibilities of Library users of these services. Guidance is provided regarding Library user non-compliance.

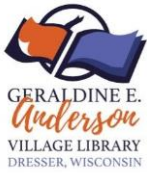
The Library provides internet access via library computers during open hours and through wireless internet access available outside the library 24 hours a day, 7 days a week. Any use of library computer equipment and internet connected printer/copier including use of the library's wireless network is bound by this policy.

The Library provides access to resources via the internet and assumes no responsibility for the information provided by non-library websites, databases, social media platforms or any other web-based services. Not all sources on the internet are accurate, trustworthy or legal. The library cannot monitor or accept responsibility for material accessed from other internet sources.

### POLICY

#### 1. Responsibilities of the Library

- A. The Library makes every reasonable effort to maintain internet access through its library computers during all open hours and through its wireless access continuously. Down times may occur and, when possible, will be posted in advance.
- B. Library staff may be able to assist users with personal laptops, phones or other devices but cannot be expected to know every device and platform. Users who request assistance with their devices hold the Library, the Village of Dresser and their employees harmless for any damage and/or liability. Staff has the right to refuse to assist users with their personal devices. Their reasons may include, but are not limited to, available staff time and the needs of other library users, knowledge of the device, knowledge of the platform or application(s) in question, or the request may otherwise be outside the staff member's comfort zone.
- C. Patron use of library computers is protected per Wisconsin Statute Section 43.30(1m). It says in part: "Records of any library which is in whole or in part supported by public funds .... indicating the identity of any individual who borrows or uses the library's documents or other materials, resources, or services may not be disclosed..." Therefore, usage and search history files are deleted from library computers at the end of each session upon logoff.



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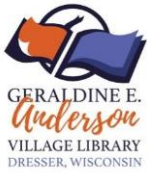
Library staff cannot control specific information on the internet. Libraries do not vouch for or endorse either written material in their collections or electronic information. The library expressly disclaims any liability or responsibility arising from access to, or use of, information obtained through its equipment or network, or any consequences thereof.

The Library supplies free wireless internet access network throughout and around the exterior of the Library. This is an unsecure network. Users should take precautions accordingly to protect themselves.

### 2. Responsibilities of Users

Use of information resources, including the internet, must be responsible and ethical, consistent with the purpose for which these resources are provided.

- A. Use of public-use computers requires check-out with a valid library card or guest pass, available at the circulation desk.
- B. Users must use their own library card number to access a computer. All Wisconsin residents are eligible to obtain a card to access the internet. Visitors may obtain a guest pass.
- C. To provide sufficient access to all library users, there is a time limit of 2 hours on the use of library computer equipment. That time may be renewed provided other library users are not waiting. If waiting becomes an issue, library staff may require users with extended check-out time to relinquish the equipment for other library users.
- D. Users should be aware that the library is a busy public place shared by people of diverse ages, sensibilities and values. Users should refrain from the use of internet sounds and visuals which might disrupt the ability of others users who use the library and its resources. Staff may request users reduce or eliminate sounds; headphones are available.
- E. Resources are for educational, informational, recreational and cultural purposes only; resources are not for unauthorized, illegal or unethical purposes.
- F. Users must respect the privacy of others by not attempting to modify or gain access to files, passwords, or data belonging to others.
- G. Users must comply with copyright laws. Title 17 of the United States Code protects created works and describes permissible and prohibited uses of protected works. Use of works and infringement is not easily defined and responsibility for interpreting fair use and any consequences of copyright infringement lies with the user.
- H. Users of the internet connected printer/copier must pay for each page printed including any misprints. For example, a two-sided document will be charged as two pages. The library will assist with, and users will not be charged for, paper jams or malfunctions.
  - a. Black & White is \$0.10 per page, Color is \$ 0.25 per page. Costs subject to change.  
Exception: Library staff will print up to 2 copies of any needed federal or state tax forms in black & white (no color) for library users. No tax instruction booklets shall be printed under this exception.
  - b. Users may scan to email at no charge.
  - c. No fax service is available. Library staff can direct you to places that provide fax services.



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### 3. Illegal and Prohibited Uses

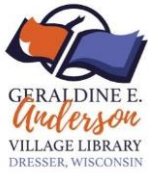
While respecting individual users' right to privacy, library staff reserves the right to monitor use of computers and the network to ensure compliance with this policy. Examples of unacceptable uses include but are not limited to:

- A. Misrepresenting oneself as another user
- B. Harassing other users
- C. Not respecting the privacy of others by interfering with their use
- D. The sending, receiving, or displaying text, images, or graphics that may reasonably be construed by Library staff as offensive to the public or attempting to access the same
- E. Exposing children to harmful materials as set forth within Sec. 948.11 of the Wisconsin Statutes
- F. Violating software licensing agreements
- G. Overuse of system resources such as bandwidth
- H. Attempting to access unauthorized areas of the library's systems or networks or altering components of any network, database or system
- I. Making unauthorized changes to the setup or configuration of library software or hardware

### 4. Internet Safety for Children and Teens

The Library supports the right of each family to decide the appropriate internet use for their children. Use of the internet provides families an opportunity to discuss sites and content that they feel are appropriate or inappropriate. The Library can help support custodial parents/caregivers in their efforts to exercise their rights and responsibilities regarding their children's use of electronic resources by providing some assistance, if desired, in determining search strategies and finding and evaluating sites. For more information on children's internet safety see <http://www.safekids.com> and <http://www.connectsafely.org>.

- A. The Library, unlike schools, does not serve in loco parentis (in place of a parent). Library staff shall not act in the place of parents in providing constant care and supervision of children as they explore the internet.
- B. If no restriction is placed on a child's account, Library staff assumes that those children under age 16 have adult permission to use all library resources, including public computers and the internet. Custodial parents/caregivers may choose to place a restriction on the child's library card account to prevent them from accessing internet computers within the library. Requests may be made at the circulation desk.
- C. The following recommendations can help children have positive, safe online experiences:
  - a. Use the internet together. Encourage children to use sites recommended on the library's website. Talk with your children about sites you consider inappropriate for them and why. Help them learn to be savvy digital consumers.
  - b. Provide guidelines for your children on the amount of time they should spend online.
  - c. Provide guidelines on acceptable use of resources including social media, email and apps.
  - d. Custodial parents/caregivers should instruct minors to safely share personal information on the internet including, but not limited to: name, address, password, phone numbers, schools, credit card numbers. This includes through email, instant messaging, online shopping, social media, apps and other commercial sites.
  - e. Before giving out any personal information, minors should be confident that they are dealing with someone who is known and trusted by them and their custodial parents/caregivers.



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### 5. Compliance

Misuse or abuse of computers or internet access may result in temporary suspension of internet access, temporary suspension from the library in its entirety, and may also be subject to prosecution by local, state or federal authorities. Misuse or abuse includes:

- A. All illegal and prohibited uses
- B. Failure to check-out the public use computers with a valid library card or a guest pass
- C. Refusal to relinquish the computer equipment for other users upon expiration of check-out or upon Library staff request during extended check-out time
- D. Computer or internet user behavior deemed by Library staff as harassing to others, including library staff

### 6. Appeals

A person directly affected by a decision made by the Library Director or Staff as it relates to this policy may appeal the decision to the Library Board. Completion of the INTERNET ACCESS AND COMPUTER USE APPEAL FORM is required and the form must be signed by the user filing the appeal. The appeal will be reviewed at the next regularly scheduled library board meeting. The decision of Library Board is final. Those appealing will be notified in writing within 10 business days of the meeting.