

### 7.0 Technology Policy

The South Holland Public Library provides access to computers, the Internet, software, databases, printers, scanners and fax services to connect the public to the world of ideas and information, and to provide equal access to that information for all individuals in the community. This policy applies to the use of all the Library's technology and wired or wireless Internet service, whether on privately-owned or Library-provided devices. Libraries are a traditional forum for the open exchange of information. Providing access to information available on the Internet does not constitute endorsement of the content by the Library. South Holland Public Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through the Internet

#### 7.1 Eligibility and Fees for Computer Use

Use of the South Holland Public Library's computers is a privilege, not a right. It is the user's responsibility to comply with all Library policies and procedures when making use of computers. It is the user's responsibility to comply whether they have read the policy or not. Failure to do so will result in a suspension of the privilege of using computers in the Library.

Adult Computers, Youth Computers, and Tech Link Computer Lab Computers (see definitions in Section 7.2) are available for use by patrons possessing a valid South Holland Public Library card. The patron's Library card must not be expired and must not have fines of \$5.00 or more. Guest passes may be issued to non-residents and users not possessing a South Holland Public Library card at the cost of \$2.00 per hour or fraction thereof. Walk-Up Computers and Early Learning Computers (see definitions in Section 7.2) are available for use by all patrons.

The South Holland Public Library supports the right of all Library users to access information and does not deny access to the Internet solely on the basis of age. The Library recognizes that the Internet may contain material that may be inappropriate for children. As with Library materials, restriction or regulation of a child's access to the Internet is the responsibility of the parent/guardian accepting responsibility for the child when applying for a Library card. Library staff will not monitor children's use.

#### 7.2 Computer Locations

Computers are available in the areas specified below. Please see Appendix B for the list of software titles available in each computer area.

*Adult Computers:* Computers are available in the Public Services Department on the first floor. These provide access to the Internet, online databases to which the Library subscribes, and to selected software titles. These computers are for use by patrons with South Holland Public Library cards. Patrons without South Holland Public Library cards may use these computers for one (1) hour for a nominal fee.

*Tech Link Computer Lab:* Computers are available in the Computer Lab on the first floor. These computers are only available when a class is not in session. These computers provide access to the

Internet, online databases to which the Library subscribes, selected software titles, and are equipped with web cameras.

*Youth Computers:* Computers are available in the Youth Services Department and Teen Room on the lower level of the Library. These computers are for use by children 17 years of age or younger, and provide filtered access to the Internet, online databases to which the Library subscribes, and to selected software titles.

*Adult Walk-Up Computers:* Walk-up computers are available in the Public Services Department on the first floor and have a 30-minute time limit. These computers provide filtered access to the Internet, online databases to which the Library subscribes, and to selected software titles. These are for use by all patrons, age 18 years and older.

*Youth Walk-Up Computers:* Walk-up computers are available in the Youth Services Department on the lower level of the Library. These are for use by children 17 years of age and younger, and provide filtered access to the Internet, online databases to which the Library subscribes, and to selected software titles. The computers are also available to parents/guardians supervising their children in the Youth Services Department or Teen Room.

*Early Learning Computers:* Early Learning Computers are available in the Youth Services Department on the lower Level of the Library. These are primarily for use by children ages 2 through 8 and provide limited, filtered access to the Internet and a wide selection of children's software titles.

### **7.3 Time Limits**

All computers are available from 10 a.m. until 30 minutes before closing.

The Adult Computers, Tech Link Computers, Youth Computers provide 60-minute sessions. After the initial session, if more time is available, the user may choose to receive an additional 60 minutes, up to a total of 300 minutes (5 hours) per day. Users who step away from the computer during their session are able to lock their session with a pass code, but the timer keeps running and they may forfeit the remainder of their session. The computer will automatically log out after 10 minutes of inactivity, and any unsaved data will be lost.

Users of the Walk-Up Computers are provided one 30-minute session per day. Concurrent, consecutive, or multiple sessions on these computers are not permitted. Users who step away from the computer during their session may forfeit the remainder of their session as these computers do not allow users to lock their session. The computer will automatically log out after 10 minutes of inactivity, and any unsaved data will be lost.



At the end of any session—whether it is from the user stepping away from the computer, 10 minutes of inactivity, or the session time expires, the computer will automatically log out, and any unsaved data will be lost.

#### **7.4 Usage Guidelines and Staff Assistance**

Users may only use software titles that are provided on the Library’s computers. Users may not install any software on the South Holland Public Library’s computers. Users may not alter the hardware, software, or security configurations of the Library’s computers.

Normally, only one user will be allowed to use a computer at a time. Because unusual situations arise when it is necessary for two people to have access to a computer for a joint project, assistance in using or learning a software package, etc., the librarian at his/her discretion, may allow two users to access a single computer.

Users may not save data on the local hard drives or network drives of the Library’s computers, except for the designated “T:” drives on the Adult Computers, Tech Link Computers, Adult Walk-Up Computers, and Youth Computers. Data saved to the designated “T:” drive on specified computers will be automatically erased at the end of a user’s session and cannot be retrieved.

Users are permitted to use their own USB-powered devices (flash drives, smartphones, etc.), but compatibility with the Library’s computers is not guaranteed. The South Holland Public Library is not responsible for damage to users’ devices brought into the Library, or for data loss resulting from the use of Library equipment, software or documentation.

A USB-powered floppy disk drive, USB-powered media card reader and a CD/DVDE-RW drive are available for checkout during a user’s session by leaving a government-issued photo ID at the Information Desk. Any damage to these Library-owned devices is the responsibility of the user.

Due to health reasons, users are required to bring their own headphones to use with Library computers. Compatibility with the Library’s computers is not guaranteed. The South Holland Public Library is not responsible for damage to users’ headphones and other devices brought into the Library, or for damage resulting from the use of Library equipment, software or documentation.

Reproduction of any computer software program or documentation provided by the South Holland Public Library that is not in the public domain, is not allowed. Reproduction of any copyrighted material, whether concrete or abstract, using the Library’s equipment or software is not allowed.

Library staff assistance will be limited for patrons using Library- and patron-owned technology, including computers, printers, software, scanners, fax services, and copiers. The staff members are here to

provide minimal help to the patrons using equipment, to see that the Library's policies are adhered to by the patrons; and to protect and maintain the Library's investment. Staff assistance is limited to providing basic instruction on how to login to the computers, access software and the Internet, use the printers, scan documents, fax documents, and make copies. The staff will not provide individual tutoring, computer advice, or work with software or equipment on behalf of the patrons.

Staff assistance is also not available for issues regarding wireless Internet access and/or the use or configuration of patron-owned devices.

### **7.5 Printing, Copying, Scanning, and Faxing**

Printing is available from all computers. Printing is also available wirelessly through the Library's website, and from Android or iOS devices through the PrintSpots mobile application.

It is strongly recommended that users use print preview functions to determine how their print job will look. Users should also note the number of pages they will be printing before sending the print job to the printer. Print jobs are held in the print queue for 12 hours after which they are automatically deleted and cannot be retrieved. Printing may only be done on Library-supplied paper.

Printing is available in black-and-white or color. The charge for printing in black-and-white is 10¢ per side, and the charge for printing in color is 25¢ per side.

Photocopiers are available on the first floor of the Library. Photocopying is available in black-and-white or color. The charge for copying in black-and-white is 10¢ per side, and the charge for copying in color is 25¢ per side.

Scanning is available at the SimpleScan device located on the first floor of the Library. Users may scan books, documents, photographs, etc and save them to a USB device (flash drive, smartphone with USB cable, etc.), a cloud storage location (i.e. GoogleDrive, iCloud) or to an E-Mail in a number of file formats. Scanning is available strictly on a first-come, first-served basis. There is no charge for scanning.

Users may also scan items to print. The charge for printing in black-and-white is 10¢ per side, and the charge for printing in color is 25¢ per side.

Compatibility of users' devices with the Library's SimpleScan device is not guaranteed. The South Holland Public Library is not responsible for data loss or damage to users' devices brought into the Library, or for data loss or damage resulting from the use of Library equipment, software or documentation.

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Faxing is available at the SimpleScan device located on the first floor of the Library. Faxing is only available for outgoing faxes; the Library does not receive faxes for patrons. Faxing is available to any number in the United States or Canada. The charge for faxing is \$1.00 per side. Refunds will only be given when shown the SimpleScan email confirming the fax was unsuccessful .

For printing and copying, users may pay with their PaperCut account or with cash EXCEPT when printing from the Adult Walk-Up Computers where users may only pay with cash.

For faxing, users may only pay with cash.

Staff assistance is limited to providing basic instruction on how to login to the computers, access software and the Internet, use the printers, scan documents, fax documents, and make copies. The staff will not provide individual tutoring, computer advice, or work with software or equipment on behalf of the patrons. The Library does provide group computer classes and pre-scheduled one-on-one assistance. Information about these services is available at the Public Service Desk.

### **7.6 Wireless Internet Access**

Patrons with wireless access capabilities on their own equipment, such as laptops, tablets, smartphones, etc., are welcome to access and use the Internet wirelessly throughout the Library through the Library's wireless network. No registration or sign-up is required. Wireless Internet access is filtered and open to patrons of all ages. Restriction or regulation of a child's access to the Internet is the responsibility of the adult accepting responsibility for the child, and that adult is responsible for supervising and guaranteeing their child's proper and safe use of the Internet.

In order for users to use the Library's wireless Internet access, they must accept South Holland Public Library's Computer Policy. The Library's wireless Internet access is public and is unsecured. Information sent to or from a patron's device can be intercepted by a third party. The transmission of passwords, credit card numbers, Social Security numbers, or any other personal information while using unsecured wireless Internet access is not recommended. The Library does not provide any security or virus protection on its wireless Internet access connection. Filtering, security, and virus protection is solely the responsibility of the patron. Patrons agree to access and use the wireless Internet access at their own risk. The Library assumes no responsibility for damage, theft or loss of any kind caused to a patron's equipment, software, or data resulting from the use of the Library's wireless Internet access.

Patrons are responsible for configuring their equipment to access the Library's wireless Internet access. Library staff will only be able to provide the network name (also known as the SSID) to the patron. Library staff can provide a handout on how to connect to the wireless network, as well as the online catalog, and other databases, but cannot offer in-depth training. It is also not possible for staff to evaluate or judge the quality or merits of every Internet site that the user may access.

Staff assistance is not available for issues regarding wireless Internet access and/or the use or configuration of patron-owned devices.

### **7.7 Filtering, Security, and Liability**

The South Holland Public Library is able to filter the Internet connection to any of its computers. This is done in compliance with the federal Children’s Internet Protection Act of 2000 (CIPA). By popular request, the Internet filtering is minimal for the Adult Computers and Tech Link Computers, while all other areas are fully filtered. Users must be aware that no commercial filtering package is perfect in determining which Internet sites to block. Users understand and accept that they access and use the Internet at their own risk.

The South Holland Public Library makes no guarantee either expressed or implied in respect to any equipment, programs, or other materials, their performance, fitness, usability, or compatibility for any particular purpose. Materials and equipment are available for use “as is.” The entire risk as to the quality and performance of computer equipment, programs and documentation is with the user. In no event shall the Library be liable for actual, incidental, or consequential damages in connection with or arising from the use of any equipment, programs, or other Library materials.

The computers are a resource of the Library and, as such, should be treated like any other resource. The user is solely responsible for any and all charges relating to the repair, reconfiguration, or replacement of altered or damaged equipment or software resulting from their misuse.

The South Holland Public Library makes a reasonable effort to protect users’ rights to privacy and confidentiality of their Library records. However, electronic communication, by its nature, may not be secure. The Library does not guarantee the privacy or security of any online transaction. Additionally, computers are located in open, public spaces, and each user should exercise caution when using the Internet to avoid unauthorized disclosure, use or dissemination of personal information.

The South Holland Public Library will never share, sell or rent individual personal information it gathers in the course of business, except: 1) for the purpose of recovering overdue items and fines; 2) as ordered by a court of competent jurisdiction; 3) pursuant to law enforcement directive as required by the Illinois Library Records Confidentiality Act [75 ILCS 70/1]; or 4) as ordered by subpoena under the United States Patriot Act (P.L. 107-56).

### **7.8 Internet Use**

Users accessing the South Holland Public Library’s Internet connection must acknowledge acceptance of the Library’s Computer Policy each time they log on.

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To enhance and supplement the resources that are available locally, the South Holland Public Library provides access to the Internet and resources on the Internet for educational and informational use.

Because the Internet is a worldwide resource of information, the Library cannot be held responsible for its content, timeliness or accuracy. Links to information may not always be valid and particular sites on the Internet may sometimes be unavailable.

The South Holland Public Library does not provide direct access to e-mail. Only access to web-based e-mail providers is allowed.

Certain information obtained via the Internet may be considered offensive, disturbing, controversial and/or illegal by some Library patrons. Users understand and accept that they access and use the Internet at their own risk. Because the Internet is accessed in public areas of the Library, users are encouraged to be considerate of those around them. Although staff members do not monitor Internet use, South Holland Public Library reserves the right to ask users to discontinue display of information or images, which may cause a disruption in the Library. Illegal use of the Internet is strictly prohibited.

The South Holland Public Library is not responsible for damages, indirect or direct, arising from a Library patron's use of the Library's Internet connection.

Library staff members are unable to monitor use of the Internet by children. Adults are expected to monitor and supervise their children's use of the Internet.

Users understand and accept that they access and use the Internet at their own risk.

### **7.9 Unacceptable Use**

The South Holland Public Library requires that patrons using Library computers and wireless Internet access do so within the guidelines of acceptable use. Unacceptable use includes, but is not limited to, the following:

- Use of the Library's computers or Internet connection to harass other users;
- Destruction, damage, dismantling, or unauthorized alteration of Library computer equipment, software, or security procedures or configurations;
- Use of the Library's computers or Internet connection that in any way violates a federal or state law, including copyright law;
- Unauthorized duplication of copy-protected software or digital recordings;
- Use of the Library's computers or Internet connection that in any way violates licensing or payment agreements between the South Holland Public Library and network or database providers; and
- Behavior that is disruptive to other users.



### 7.10 Policy Enforcement

Internet users are requested to limit use to viewing online service sites that are appropriate in a public setting. Viewing child pornography is illegal and Library equipment must not be used to access child pornography. Persons who use the Library's computers or wireless Internet access for unacceptable uses may lose the privilege of using Library facilities including access to its computer systems. Users should be aware that they may encounter messages or graphics that they find offensive.

Alteration, damage, dismantling, or destruction of the Library's equipment or software will result in suspension or revocation of a user's privilege to use the Library's computers. The user shall also be held responsible for any and all charges relating to the repair, reconfiguration, reassembly and/or replacement of altered, damaged, dismantled or destroyed equipment or software resulting from their misuse.

Illegal or unacceptable uses of the Library's computers or Internet connection will result in suspension or revocation of a user's privilege to use the Library's computers (see *5.0 Patron Use of Library Facilities Policy*).

Illegal acts involving the Library's computers or Internet connection may also be subject to prosecution by local, state, or federal authorities. Indication or evidence of possible illegal activity will be reported to law enforcement authorities, and such communication may also be used as evidence in any criminal investigations and/or prosecutions.



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### Appendix 7.11.1 Parent/Guardian Permission of Computer Access by a Minor

Computer use permission is granted to a patron under the age of 18 by the signature of a parent/guardian at the time of application for a South Holland Public Library card, as shown below:

#### **IF APPLICANT IS UNDER 18**

INTERNET / COMPUTER ACCESS FOR MINOR CHILD (check one option below)

- No Computer Access (SHS\_2)
- Filtered Computer Access in Youth Department Only (SHS\_4)
- Unfiltered Computer Access in All Departments (SHS\_3)

I agree to be responsible for this card and all materials checked out on this card until this card is reported lost or stolen. I am further responsible for any charges that may result from late return, loss, or damage to any materials borrowed. I agree to comply with all Library and System policies and regulations. I am also aware that there are no age restrictions on borrowing any library materials and I accept the responsibility for my child's selection of materials. I give my child permission to use the Library computers for the purposes indicated above.

SIGNATURE OF PARENT / GUARDIAN:

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### Appendix 7.11.2 Software Installed on Library Computers

<p><b>Adult Computers &amp; Youth Computers</b></p> <p><b>PC:</b> Microsoft Office (Word, Excel, PowerPoint, Publisher), Internet Explorer, Mozilla Firefox, Google Chrome, Adobe Reader, Audacity, SketchUp, GIMP, Windows Media Player</p> <p><b>Macintosh:</b> Microsoft Office (Word, Excel, PowerPoint), Safari, Mozilla Firefox, Adobe Reader, Final Cut Pro X, iMovie, iPhoto, Garage Band, Audacity, SketchUp, GIMP, QuickTime, Skype</p>	<p><b>Tech Link Computer Lab</b></p> <p>Microsoft Office (Word, Excel, PowerPoint, Publisher), Internet Explorer, Mozilla Firefox, Google Chrome, Adobe Reader, Audacity, SketchUp, GIMP, Windows Media Player, Logitech Webcam software, Skype</p>
<p><b>Walk-Up Computers (Adult &amp; Youth)</b></p> <p>Microsoft Office (Word, Excel, PowerPoint, Publisher), Internet Explorer, Mozilla Firefox, Google Chrome, Adobe Reader, Audacity, SketchUp, GIMP, Windows Media Player</p>	<p><b>Early Learning Computers</b></p> <p>AWE Early Learning Station includes over 50 educational titles targeted at children ages 2 through 8. Software titles include programs from Dora the Explorer, JumpStart, Sesame Street, Arthur, Reader Rabbit, MusiCan, Britannica, Merriam-Webster, LibreOffice, and much more.</p>