



LOUDONVILLE PUBLIC LIBRARY

INTERNET ACCESS POLICY AND GUIDELINES FOR USE OF LIBRARY WORKSTATIONS

BACKGROUND/PHILOSOPHY

The library provides open access to the Internet as an integral part of its mission. The Internet is a worldwide computer network that provides easy access to an enormous and ever growing body of information. The resources available on the Internet expand the library's information services well beyond traditional collections and electronic resources. In providing community access to the Internet, the Loudonville Public Library enhances its existing collection in size and depth, and provides the opportunity for any citizen to utilize the exciting resources on the Internet.

Not everyone currently has or can afford access to the Internet in their homes or businesses. The library can "level the playing field" by providing everyone with open access to this valuable information resource. Even those who can afford access may need it only intermittently and may not wish to pay for it on a regular basis. Others use the library's facilities because the access is much faster than that available to them at home or office. Still others know that information can be found there, but prefer to rely on experienced, trained library staff to assist them with their searches.

Use of the library's workstations implies understanding of and an agreement to follow these policies and guidelines, and a current copy of these policies and guidelines will be made available to any customer on demand. A notice to this effect will be posted at all public computer workstations.

STATEMENT ON ACCESS

The Internet has reached such a point of ubiquity and importance in modern life that, in the judgement of the Board of the Loudonville Public Library, access to it has passed from being a privilege to being a right. It has become largely indispensable for work, business, education, and access to government and social services. To deny access to the Internet to anyone is therefore tantamount to denying access to these same things. Therefore, it is the determination of the Board of the Loudonville Public Library that access to the Internet will not be denied based on age, residency, or any other means that may be devised to classify individuals.

Internet access will only be denied or circumscribed by the Loudonville Public Library in response to a valid court order to that effect, OR at the discretion of the library staff if the individual in question is guilty of one or more documented infractions of these Internet Access Policies and Guidelines or other board approved library policies that regulate the behavior of library customers. The rescinding of Internet access will be accompanied by communication from the library informing the customer of the fact and describing the reasons such action was taken. Such an action may be appealed to the director of the library, who will arrange to hear the arguments of the staff and the individual before making a final determination.

INTELLECTUAL FREEDOM/RIGHT TO PRIVACY

The same standards of intellectual freedom, privacy and confidentiality endorsed by the Loudonville Public Library for “traditional” resources and services also apply to electronic media, including usage of the Internet.

The library has a policy of open access to all parts of its collections, including access to the Internet, and as stated in the Statement on Access, usage is not restricted by age. Supervision is the responsibility of parents, guardians or caregivers. Use is not prioritized by need because everyone’s need is important to him or her. However remote access to some electronic databases is restricted by residency.

The library seeks to protect the First Amendment rights of its customers and their individual right to privacy. However, Internet users must be sensitive to the fact that workstations and personally owned devices are located in public areas and, therefore, images on the screen and at public printers are subject to view by a wide audience.

The workstations owned and operated by the Loudonville Public Library, as well as any device that connects to the Internet through the library’s network and that is used on library property, will be used for educational, informational, and recreational purposes only; they may not be used for unauthorized, illegal or unethical purposes. Customers may not send, receive or display text or graphics that may be construed as obscene under Section 2907.07, or harmful to juveniles under Section 2901.31, of the Ohio Revised Code.

LIBRARY COMMITMENT TO CUSTOMER SECURITY

We have put in place appropriate physical, electronic, and managerial procedures in an effort to safeguard and secure the information we collect to prevent unauthorized access, to maintain data security, and to ensure the correct use of information. We cannot, however, guarantee that information we collect would never be accessed by unauthorized users.

This statement of privacy does not apply to e-mail and other electronic communications that you send and receive outside of this library via the Internet. On the Internet, there is no reasonable expectation of privacy.

WE NEVER SELL CUSTOMER INFORMATION

We do not sell customer information collected by whatever means to outside parties. Information collected by the library and the SEO Consortium for use in library business is kept as securely as the needs of that business allow. Any personal information possessed by the library is used only to contact the customer regarding library business or to inform them about library programs and activities.

CONFIDENTIALITY OF LIBRARY RECORDS

We support the laws of Ohio, which tell us that most library records are confidential and are protected. We will not make any information about you or your use of library services or materials available to anyone or any group except:

- If there's a subpoena, search warrant or courts order...
 - We will provide such information as we have to law enforcement personnel if presented with a court order, search warrant or subpoena. If a court order, search warrant or subpoena is issued, before complying, the library will consult legal counsel to assure the document is in proper form.
- If it's an emergency situation...

- Special circumstances, such as emergencies involving public health/safety, may require an immediate decision. In such cases, the Director, Youth Services Lead or other designated staff member will be contacted, and legal counsel will be consulted when possible.
- If a parent/guardian wants information...
 - The laws of Ohio require a library to provide information about a minor child to her/his parent, guardian or custodian.

DOES THE "PATRIOT ACT" CHANGE THINGS?

The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure and investigative powers. Within a library, this could mean that a search warrant might be used to obtain information. A search warrant can be executed immediately whereas a subpoena allows us a period of time to respond to and possibly contest the court's request.

Should library records be requested under the USA Patriot Act, the law states that in certain circumstances, library staff **cannot** inform the person about whom the information is requested, **cannot** speak to co-workers, the media or other government officials about the inquiry. Such requests, should they occur, may only be reported to the appropriate higher authority within the library.

INFORMATION DISCLAIMER

The Internet offers open access to information, ideas and commentary from around the world and a vast array of tools and resources for different age levels and points of view. However, not all sources on the Internet provide information that is accurate, complete, current or legal. The Loudonville Public Library does not endorse the viewpoints or vouch for the accuracy of information obtained through the Internet. The library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. Most definitely, some resources and destinations contain material that some customers will find personally offensive or inappropriate for children.

The library, through its participation in the Serving Every Ohioan automation system (SEO) and the Ohio Public Library Information Network (OPLIN), can and does recommend interesting and useful destinations and resources for our customers to explore. These sites, indexed by subject area or source of information, can be found on the website.

These sites will have their own standards and privacy policies statements and will be outside the library's control. The Loudonville Public Library is not responsible for protecting personal information gathered by outside Web sites. Therefore, care should always be taken to protect personal information, such as names, telephone numbers and credit card information, when using the Internet.

USE OF THE INTERNET BY CHILDREN AND TEENS

Pages on our website are designed by library staff to bring together those sites believed to be useful to young children and teens. But as with all library materials, parents, guardians and caregivers are responsible for their children's use of the Internet. The library staff is unable to remain current on each individual family's standards and rules and enforce them as the parents or guardians would. Library staff does not control the Web sites that children and teens may select on the Internet. Parents/guardians are strongly encouraged to work with their children to develop acceptable family rules of Internet use.

The website safekids.com is an excellent resource for parents/guardians and children and include a number of guides and articles on how to kids and teens can stay safe on the internet. Use of the Internet by juveniles is

governed by Ohio Revised Code Sections 2907.31 and 2907.01 (E) available at information desks in all our buildings and on the Web.

The Board of Library Trustees has made the decision to NOT approve the installation of software designed to filter potentially objectionable content on Internet workstations. The Board observes that such filtering software is far from perfect and often causes more harm than good.

It is the parent or guardian who sets family standards and values and, therefore, the library cannot usurp that right nor assume that responsibility. We strongly recommend that parents/guardians work with their children when they are using the Internet.

PRINTING

Library cardholders may print documents at a cost of \$0.20 per side.

DOWNLOADING

Customers may utilize our public workstations to download information from the Internet to their own portable storage device or for temporary use on the workstation's hard drive. However, users should be aware that software is installed on all public workstations to prevent the installation of software and to clear and completely reset the workstation following each restart.

The library staff will not circumvent this software or any other software on our public computers designed to promote a secure and consistent experience for patrons. File saved to the computer will not be retained from day to day and patrons intending to keep downloaded files should have some means of storing them either on physical media or with an online (cloud) storage account.

The library assumes no responsibility for damage to any personal device or equipment that may result from downloading files from the Internet. Likewise, the library assumes no responsibility for damage arising from connections to our workstations or network.

USE OF THE WORKSTATIONS

The library does not limit the number of individuals using a single workstation because we recognize that group work is at times necessary and, indeed, can be a valuable learning experience. However, there are workstations in the library that are better situated for group use than others, and customers are advised to consult the library staff if they anticipate the need to work a group. If a group or individual creates a disturbance to the effective use of the library by others, they will be asked to correct their behavior, disband, and/or leave the building, as appropriate.

Workstations are available on a first-come basis for 30 minutes when others are waiting. Otherwise computers may be used without time limit. If there are special considerations in play for a customer's use of the computers (length of time, need for quiet/privacy/isolation), the customer is encouraged to communicate the need in advance. Customers are expected to be considerate of others.

Customers should notify library staff immediately if they experience any problems with the library's equipment or software.

Under no circumstances may customers use their personal software on the library's workstations or network. Other than portable storage devices or headphones, customers may not use their own equipment on the

library's workstations. All of our Internet workstations are equipped with sound cards. Customers are asked to keep the volume low so as not to disturb the use of the library by others.

Wireless access to the Internet is freely available throughout the building.

Providing instruction in how to use and evaluate informational resources is part of the library's role. As such, as staffing, knowledge, and time allow, the staff will devote a reasonable amount of time assisting individual library users with the Internet. They cannot devote large amounts of time to each customer because staff scheduled for floor duty are handling many information requests from many individuals. Also, consistent with professional practice, the staff is unable to provide detailed help with matters which may requiring expertise they do not possess such as law, accounting, finance, and so on, though, as always, they will point the customer to resources that might help them.

COPYRIGHT

Materials obtained on or copied from the Internet may be subject to laws that govern making reproductions of copyrighted works. A work protected by copyright may not be copied without permission of the copyright owner unless the proposed use falls within the definition of "Fair Use." Customers are responsible for compliance with all international, national and state laws governing copyrighted materials.

INDEMNIFICATION

Through the library's Web site, we provide links to specific sites selected by staff because of their useful content. These follow the same selection policies in place for other informational and/or recreational resources provided by the library. However, all Internet resources may contain material of a controversial nature. Our customers choose which electronic materials and sites they access on the Internet. The library cannot protect them from information that might be considered offensive or inaccurate. It remains the responsibility of the user—or the user's parent, guardian, or caregiver in the case of minors—to determine what is appropriate.

Because the customer is the selector in using the Internet by making individual choices and decisions, customers shall comply with all age restrictions governing access to specific sites, as limited by the content provider, to usage by persons 18 or 21 years of age or older.

Some commercial databases on the Internet require a fee. These fees are the responsibility of the customer; they are not the responsibility of the library.

In no event shall the Loudonville Public Library have any liability for lost profits or for any direct or indirect special, punitive, or consequential damages, or any liability to any third party, even if the library is advised of the possibility of such damages, arising from use of its connection to the Internet.

Misuse of the electronic resources of the library or of Internet access, whether through a library owned workstation or a personally owned wireless device, shall result in the loss of computer privileges for the customer.

This Internet Access Policy will be reviewed by the Board of Library Trustees at least yearly at a regularly-scheduled meeting.

The purpose of this Internet Access Policy is to insure the best use of and access to the Internet for the greatest number of our customers. This policy is subject to change as necessity dictates.

APPROVAL

This policy will go into effect immediately upon approval by the Loudonville Public Library Board of Trustees and supersedes any previous policies on these topics approved by the Board.

Approved by the Board: 8/31/2017