

Electronic Access Policy

POLICY STATEMENT

The Atlantic Public Library provides computers for public use, allowing access to the Internet, the Library's online resources, Microsoft Office software, and early literacy stations. Wireless access to the Internet is also available.

Disclaimer: The Atlantic Public Library is not responsible for the content on the Internet or any of its subscribed databases. This includes changes in content from library-linked sources. Availability of information does not constitute endorsement.

REGULATIONS

PUBLIC COMPUTERS

- Internet computers are available on a first-come, first-serve basis.
- Adults are encouraged to use the computers upstairs.
- A valid Atlantic Public Library card number is required to use the Internet computers. A guest pass may be issued for the day for any user without a library account.
- Time on the Internet computers is limited to three (3) hours per day for library card holders and 90 minutes for guest passes.
- No login is required to use the Early Literacy computers.
- The Early Literacy computer is available for ages two (2) through six (6).
- The library is not responsible for any damage or loss of data arising from using library hardware or software.
- Only computer equipment and software owned by the library and previously installed may be used on the library's computers, with the exception of patron-owned flash drives.
- Library staff are available to answer basic computer questions but cannot provide in-depth computer training.
- Patrons wanting to save files or other data should bring an appropriate storage device.
- The library does not provide flash drives for use.
- The library does not provide email addresses.
- No personal programs can be downloaded and no personal files or programs can be saved to the library's computers or network.
- Adding, deleting, or modifying already installed hardware or software is not permitted.
- Patrons are discouraged from accessing or sending personal information, such as credit card numbers, banking information, or social security numbers using the library's computers.
- Black and white printing is available at current cost per page.
- There is no guarantee the library's computer network will be available.
- The library upholds the rights and responsibility of parents and legal guardians to determine and monitor their children's use of the library's computers.
- Privacy on the library's computers is not guaranteed.
- The library reserves the right to end a computer session at any time for any reason.

WIRELESS ACCESS

- The library's wireless network is available for anyone with a personal device capable of connecting wirelessly.
- The user must accept the "connect to the internet" page to get connected to the wireless network.
- Patrons must understand how to configure their own devices in order to access the library's wireless network.
- The library upholds the rights and responsibility of parents and legal guardians to determine and monitor their children's use of the library's network.
- The library cannot accept liability for any risk taken by patrons who choose to connect their personal device to the wireless network.
- Black and white wireless printing is available at the current cost per page.
- The wireless network is an open, unsecured network. There is no guarantee it will be available.
- Privacy on the library's network is not guaranteed.
- The library reserves the right to block access to the wireless network at any time for any reason.

VIOLATIONS

- Library computers and wireless access should not be used for unlawful activities, including, but not limited to:
 - Harassment of, libeling, or slandering others
 - Accessing obscene, unlawful, and/or inappropriate content
 - Destruction of, damage to, or unauthorized access and/or alteration of the library's computer equipment, software, or network.
 - Use of electronic information networks that in any way violates city, state, or federal law.
 - Use of electronic information networks that in any way violate licensing and payment agreements between the library and network/service providers.
 - Illegally using copyrighted material.
- Violations of this policy's regulations may result in loss of access to library computer resources. Disciplinary actions will be handled the following way:
 - Library staff will warn patron of the violation and request they end their session.
 - If patron ignores the staff, the session will be ended for the patron by the staff.
 - The Library Director will be notified.
 - When staff believe illegal activity has occurred, the police may be notified.

PROCEDURES

PUBLIC COMPUTERS

- Patrons have to sign in to use a computer.
- Each library account is limited to a total of three (3) hours of computer use each day with a library card number. Guest passes are limited to a total of 90 minutes each day.
- Guest passes are available for any user without a library card account in the library system.
- Adults are encouraged to use the computers upstairs but may use the computers in the Children's area.
- All staff are expected to know the following:

- How to use the keyboard and mouse
- How to open programs on public computers
- How to navigate from one website to another
- How to use search engines
- How to start programs on the library's network and computers
- How to save and print files
- How to print from the Internet
- How to use a flash drive on the library's computers
- Basic troubleshooting issues, including, but not limited to:
 - When a webpage does not come up
 - When the computer is not connecting to the network
 - When monitors, keyboards, or a mouse is not working
- Staff should feel comfortable asking another staff person for help.
- The Director will be the contact person for Mediacom, the library's internet service provider, and Eric Maynard, the library's IT Consultant. In the absence of the Director, the senior staff person present may call.
- Staff should let patrons "drive" the computer. When a patron needs assistance, the library staff person will instruct, but not do the computer work themselves.
- Staff should limit assistance with medical, legal, and tax information. Staff can help patrons get to the websites they need.
- Staff cannot provide in-depth computer training and should be aware of the amount of time they are assisting patrons on the computer.
- The computers will automatically be unavailable for use ten (10) minutes before closing.
 - Staff will have to shut down the computers manually.

WIRELESS ACCESS

- Staff can instruct patrons on connecting their devices to the library's wireless network.
- Staff cannot handle patron devices.
- All staff are expected to know the following:
 - The name of the library wireless network
 - The password for the library's wireless network
 - The name of the library's wireless printers
- Due to the nature of portable devices, staff are not expected to know how to connect each one to the library's wireless network or wireless printers.

VIOLATIONS

- Staff can terminate a patron's session on a computer at any time for any reason by:
 - Giving the patron notice their session will be ending.
 - If behavior is the issue, staff will give one (1) warning.
 - If the behavior continues, or the warning is ignored, staff will:
 - Go to the PC Reservation Management Console.
 - Click on View PC Status.
 - Find the computer this particular patron is on.
 - Click on End Session.

- Staff should then tell the patron to leave the library. If they refuse, the police should be contacted for assistance.
 - Staff will notify others of this action.
 - Staff will fill out an incident report, detailing the reason behind ending the session and any other issues related to the situation.
- Patrons can be blocked from using our wireless network. Staff should go through the following procedures:
 - If a violation of this policy is noticed, staff should approach the patron and notify them of the library's policy and the violation.
 - If the violation goes against multiple policies, staff will need to ask patron to leave. See *Behavior Policy*.
 - Fill out an incident report, making sure to note date and time of violation.
 - Only the Library Director can block a patron from the wireless network.
 - If the violation is severe enough, such as a notice from the library's Internet Service Provider about illegal activity, the user will be blocked without notice. An incident report will be filed and the user will need to talk with the Library Director.
- Violations of this policy's regulations may result in loss of access to library computer resources. Disciplinary actions will be handled the following way:
 - Library staff will warn patron of the violation and request they end their session.
 - If patron ignores the staff, the session will be ended for the patron by the staff.
 - The Library Director will be notified.
 - When staff believe illegal activity has occurred, the police may be notified.
- When a patron complains about another patron:
 - Staff should take down the complaint by the patron, noting date, time, and location
 - Thank the patron for bringing the issue to the staff's attention
 - Investigate the complaint without the complaining patron
 - Follow the procedures outlined above.

GUIDELINES

PUBLIC COMPUTERS

- The public computers are on a first come, first serve basis. There are no exceptions to this rule.
- Patrons are welcome to use the computers on both floors of the library, although staff should encourage adults to go upstairs, and youth to go downstairs.
- Staff members should be willing and able to answer computer questions. If the first staff person is not able to answer the patron's questions, another staff person should be asked. Both staff members will then help the patron.
- The library does not supply email addresses or flash drives for patron use.
- If a patron is visiting from out of town, or their library card number is not working for an unknown reason, staff can issue a guest pass.
 - Go to the PC Reservation Management Console.
 - Click on Make a Guest pass.
 - Choose how many guest passes to print.
 - Click on Print.

- Staff should note today's date, and the name of the patron.
- Staff can also extend time limits on the computers.
 - This can be done at the staff's discretion, past the patron's three (3) hour time limit.
 - Go to PC Reservation Management Console.
 - Click on View PC Status.
 - Click on the patron's computer.
 - Click on Extend Session.
 - Choose how long to extend the session. Extensions should be given in no more than 30 minute increments.

WIRELESS ACCESS

- Staff should know the name and password for the library's wireless network.
- Staff can answer questions and assist patrons in connecting to the library's wireless network, without touching the patron's equipment.
- If a staff person is unsure of a question or answer, they should ask another staff member. Both staff members should be present to help the patron.

VIOLATIONS

- Staff should not watch what patrons are doing on the library's computers or network.
- Staff should follow up on patron complaints concerning the library's computers and/or network.

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