

## **800 COMPUTER AND INTERNET POLICY**

### **801 COMPUTER USE POLICIES**

This Computer Use Policy is designed to provide all members of the public with fair and equitable access to computer services at all locations.

#### **801.1 Library Cards**

- A. Muskegon Area District Library patrons must use their own library card. Library cards are used to track an individual's daily computer time.
- B. Patrons using another person's library card (with or without permission) will be suspended. In order to protect the owner's rights, cards that are used by persons other than the owner will be invalidated until the owner is able to show identification.
- C. Guest cards are provided **only** to people who are not residents of the Muskegon Area District Library service area who want Internet access in the library. A guest card is not to be used as a substitution for a lost or forgotten card.

**801.2 Time Limits** – The initial time limit for computer usage is one (1) hour. If no one is waiting, computer time may be extended. The Muskegon Area District Library does not guarantee a specific amount of time for computer use.

**801.3 Specific Use Computers** – Some Muskegon Area District Library branches have computers that are designated as children's computers and allow no internet connection.

**801.4 Filtering** - The Muskegon Area District Library network is filtered as described in the Internet Access Policy. Parents or legal guardians need to be actively interested in and are responsible for supervision of their children's online use of the Internet and other electronic sources. Parents or legal guardians are encouraged to discuss the use of the Internet in relation to family values and boundaries with their children and to monitor their children's use of the Internet.

**801.5 Library Use** – Muskegon Area District Library staff may reserve computers for classes.

**801.6 Closing** – Use of computers and printers are shut down 15 minutes before the library closes.

**801.7 Headphones** – Headphones may be available for checkout for in-house use.

#### **801.8 Printing**

- A. The charge for printing is set by the Business Office and is standard throughout MADL.

- B. Patrons may not use their own paper.

**801.9 Saving Files and Documents** – Patrons who need to save files and documents will need to use their own external storage. Muskegon Area District Library computers do not allow users to save documents or personal files to the hard drive.

**801.10 Disclaimer** – Patrons use library computer hardware and software at their own risk.

- A. The Muskegon Area District Library is not responsible for equipment malfunction, loss of data, any damages to the user's devices, data, or electronic transactions of any type.
- B. The Muskegon Area District Library is not responsible for the loss of any external storage device.
- C. The Muskegon Area District Library computers are filtered using the best available technology. However, users are cautioned that ideas, points of view, and images can be found on the Internet that are controversial, divergent, and inflammatory.
- D. The provision of access does not mean or imply that the Muskegon Area District Library endorses or sanctions the content or point of view of any of the information or commentary which may be found on the Internet.

**801.11 Staff Assistance** – Computing resources are self-serve. While staff members are available to assist users with the equipment, staff members do not provide training in the use of software. Staff members may assist patrons in locating computer training.

**801.12 Illegal and Unacceptable Uses** – Patrons may use library computers or the wireless access only for legal uses. Examples of unacceptable uses include but are not limited to the following:

- A. Attempting to crash, degrade performance, or gain unauthorized access to computer systems and networks;
- B. Damaging equipment, software, or data belonging to the Muskegon Area District Library or other users;
- C. Using the Internet for malicious purposes such as intentionally propagating a virus;
- D. Sending unsolicited advertising;
- E. Attempting to gain or gaining access to another person's files or authorization codes;
- F. Using another person's identification, bar code or PIN number, with or without permission;
- G. Using, disclosing, or disseminating personal identification information regarding minors without parental permission;

- H. Displaying obscene material, child pornography, or sexual content that might be harmful to minors;
- I. Harassing other users with messages, prints, or images;
- J. Libeling, slandering, or maliciously offending other users;
- K. Violating copyright laws or software licensing agreements; and
- L. Violating federal, state, or local laws, regulations, or ordinances.

**801.13 Compliance** – Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws. Any person denied access to the Library or its services may appeal the denial to the Director. If the appeal is not resolved by the Director, it may be submitted in writing to the Library Board. The Library Board will provide the person with an opportunity to be heard before deciding the appeal.

## **802 INTERNET ACCESS POLICY**

**The Library's Internet Access Policy is in compliance with federal and state laws.**

**802.1 Philosophy** –The Muskegon Area District Library (MADL) provides the Internet to the public as an informational, educational, and recreational resource.

**802.2 Internet Content** – The Internet, as an information resource, enables libraries to provide information beyond the confines of their own collections. It allows access to ideas, information, and commentary.

- A. The Internet is an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be out of date, inaccurate and offensive.
- B. MADL is not responsible for the content of information accessed or selected.
- C. MADL strives to maintain a computing environment that promotes access to a wide variety of electronic information in an array of formats; however, MADL makes no guarantee that all Internet content and services will function on its equipment.

**802.3 Relevant Statutes** – The following state and federal statutes are relevant to the obligations of MADL in providing Internet access to its patrons:

- A. Michigan Library Privacy Act, MCL 397.601 *et seq* (the “MLPA”);
- B. Children's Internet Protection Act, 47 USC § 254 and 20 USC § 9134 (the “CIPA”); and
- C. USA Patriot Act, as reauthorized in 2015.

**802.4 Privacy** – It is the policy of the Muskegon Area District Library to preserve the confidentiality of library usage records of its patrons to the extent allowed by law.

- A. Except as provided below regarding the Patriot Act, unless ordered by a court of competent jurisdiction, the library shall not release or disclose a library record or portion of a library record to a person without the written consent of the person identified in that library record or that person's parent or legal guardian.
- B. The Muskegon Area District Library makes no representations regarding the privacy of information sent over the MADL network (including Wireless Access) accessing the Internet including e-mail, chat, or instant messenger. Those transmissions are not guaranteed to be secure against interception and may be monitored by a third party.
- C. The Patriot Act contains provisions which may require MADL to disclose a library record or portion of a library record.

**802.5 Internet Filtering Guidelines** – Muskegon Area District Library uses a technology protection measure (or “Internet Filter”) to restrict access to Internet sites to comply with MLPA and CIPA.

- A. Content prohibited under MLPA and CIPA, and the court cases interpreting those statutes, is “Prohibited Content.” This specifically includes “obscene matter” and “sexually explicit matter” as those terms are used in MLPA, and “harmful to minors,” “obscene,” “sexual act; sexual contact” and “child pornography,” as those terms are used in CIPA. MADL uses the least restrictive blocking categories provided by the filter vendor that by their definitions appear to include Prohibited Content. MADL relies on the filter vendors and the Internet Filter to accurately identify and filter Prohibited Content.
- B. Presently MADL uses a filter vendor to provide its Internet Filter. MADL reserves the right to change filter vendors.
- C. All public computers are filtered.
- D. If an adult wants unfiltered access to the Internet, the adult must make a request to staff to have the filtering software turned off. At least one computer in each location may become unfiltered.

**802.6 Parental Guidance** – Parents and guardians need to be actively interested in and are responsible for supervision of their children's use of the Internet and other electronic resources. Parents and guardians are encouraged to discuss the use of the Internet and family values with their children.

- A. Parents and guardians need to be aware that the filter is not totally effective and MADL cannot assure that a child will not purposefully or inadvertently access inappropriate materials.

- B. MADL does not filter the content of e-mail, chat rooms, or other forms of direct electronic communication and cannot assure the safety and security of minors using these functions.
- C. MADL cannot protect against their children's unauthorized access to computer resources and other unlawful online activities.
- D. MADL cannot protect against unauthorized disclosure, use, and dissemination of personal identification information regarding their children if their children provide it while using the Internet.

**802.7 Wireless Access – Authorized and approved wireless access to the Internet is supported by MADL within the libraries during library hours.**

- A. **The MADL network is an open network and is not secure.**
- B. Most WiFi equipment will be compatible. However, MADL can make no guarantee to compatibility of equipment with MADL's network.
- C. MADL cannot guarantee wireless connectivity.
- D. MADL assumes no responsibility for any loss or damages done directly or indirectly to personal data or equipment, or for any damage or injury arising from loss of privacy arising from use of its Internet server, wireless connection, or connection to other Internet services; or from assistance by library staff
- E. MADL staff is not responsible for any changes made to a patron's computer settings.
- F. Wireless users must comply with MADL's Computer and Internet Use Policies. Users are expected to use the MADL's wireless access in a legal and responsible manner.

**802.8 Complaints** – If a user feels that a web site is being blocked or allowed inappropriately by the filter, the user may request that it be reviewed by library staff.

**802.9 Compliance** – Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws. Any person denied access to the Library or its services may appeal the denial to the Director. If the appeal is not resolved by the Director, it may be submitted in writing to the Library Board. The Library Board will provide the person with an opportunity to be heard before deciding the appeal.