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1. GENERAL POLICY GOVERNING COMPUTER AND INTERNET USE

The Urbana Free Library views its public computer workstations, peripherals, accompanying software, and the Internet as resources that help fulfill the library's mission to meet the informational, educational, and recreational needs of the citizens of the City of Urbana.

Public computer workstations and associated resources are available to all users of The Urbana Free Library. A library card is not required for login on many of the library's public computers, which allow login by name only. Other specified groups of computers require a current library card in the Lincoln Trail Libraries System database for login. For those without library cards, the library can issue computer-use-only cards in accordance with the provisions of the Circulation Policy (III-B-5, 7-10). Computer and Internet access is not denied for balances owed on a user's library card.

For users who wish to bring personal laptop computers to the library, the library also provides wireless access to the Internet throughout the building.

2. LIMITS ON LIABILITY

People accessing the Internet at the library do so at their own risk.

a. Library card use

Computer users at the library may log in by name or with a library card. Cardholders are expected to keep their cards secure. Cards are non-transferable, and cardholders are responsible for all activity on their cards.

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b. Content

The Urbana Free Library is not responsible for the content of Internet resources, which may be inaccurate, unreliable, out-of-date, offensive, or no longer available.

c. Damages

The library is not responsible for any damages its users may suffer as a result of using the Internet, including but not limited to loss of data resulting from delays or interruptions in service, corrupted files downloaded at library workstations, damage to personal laptops used for wireless access, or actions taken on the basis of misinformation or staff advice.

d. Financial obligations

The library is not responsible for financial obligations its users incur as a result of using the Internet.

e. Copyright

U.S. Copyright Law (Title 17, U.S. Code) and the Digital Millennium Copyright Act of 1998 prohibit the unauthorized reproduction or distribution of copyrighted material, except as permitted by the principle of "fair use." The library expressly disclaims any liability or responsibility resulting from reproduction or distribution of copyrighted content by any method in any format. Staff assistance with the use of library equipment does not imply copyright permission. The user is responsible for copyright compliance and assumes any liability for copyright violation.

3. LIMITATIONS ON STAFF ASSISTANCE

a. Training

Library staff members assist users with basic use of the Internet, online resources, and software loaded on library computers as time permits, but they are not able to offer in-depth personal instruction except in scheduled classes. Users may obtain one-on-one assistance from technology volunteers through advance appointment or through walk-in service when volunteers are available.

b. Information requests

Although staff members are not available to offer in-depth Internet instruction, they are available to help users find needed information.

c. Plug-in software

Plug-in software allows certain Internet features to be utilized on the library workstations. The library will consider user requests to upgrade or load specific

programs or versions on library workstations. Such requests will be reviewed by the staff technology committee for potential value to library users. New software is installed every four months; installation of software is not possible at the time of the request.

d. Laptops

Library staff members can assist users who wish to log onto the Internet through the library's wireless connection. As time permits, staff may assist users with information sources and applications.

e. Printing, copying, scanning, and downloading

Staff are available to assist users with printing, copying, scanning, or downloading content to portable storage media, but staff assistance does not imply copyright permission. Library staff members do not comply when to do so would, in their best judgment, involve a violation of federal copyright laws and regulations.

4. USE BY MINORS

a. Parental responsibility

As with other print or audio-visual materials, the Internet contains some material that may be inappropriate for viewing or reading by children. It is the responsibility of the parents or legal guardians of minor children to supervise their children's access to Internet resources in the library.

5. PATRON CODE OF CONDUCT

Users of the library's computer workstations, personal laptop computers, and Internet access are expected to act in a considerate, ethical, and responsible manner.

By using library computer workstations or personal laptop computers at The Urbana Free Library, users agree to adhere to the Patron Conduct Policy and to refrain from inconsiderate, disruptive, or criminal behavior, including but not limited to the following:

- Using another individual's login, password, personal materials, information, or files.
- Disturbing adjacent users, whether by noise level, crowding, etc.
- Displaying or sending offensive messages, images, video, or online content.
- Using obscene language.
- Harassing, insulting, or attacking others, on the Internet or at the workstation.
- Disobeying Internet or Internet site "rules of conduct."
- Damaging, or attempting to damage, library equipment or networks.

- Modifying, or attempting to modify, software, applications, or computer settings on library workstations.
- Installing, or attempting to install, personal software on library workstations.
- Violating copyright laws.
- Engaging in activities that violate any local, state, or federal law.

6. COMPUTERS AVAILABLE BY AGE OR NEED

a. Children

Library computer workstations in Children's Services are intended for use by children in grade 5 and under. Adults and minors in grade 6 and up who are accompanied by young children may assist their children on these computers. At the children's Internet workstations, a child under the age of 8 must be accompanied by a responsible person, age 14 or older. Minors may be required to show an I.D. or otherwise verify grade level or age.

b. Adults and Teens

Library computer workstations in Adult Services and Archives are intended for use by adults and by minors in grade 6 and up. Minors may be required to show an I.D.

If accompanied by young children, adults and caregivers are encouraged to use designated parent workstations located in Children's Services. Adults and caregivers using the library's computers are responsible for supervising their children's behavior.

c. Seniors and Assistive Technology Users

Seniors, age 55 and older, have login authorization to use the Senior Internet workstations located in Adult Services.

Users who need assistive technology may request to be coded for authorization to use the Senior Internet workstations.

7. PERMITTED AND RESTRICTED ACTIVITIES

a. Archives workstations

All activity on library computer workstations in the Archives is restricted to the access or transmission of genealogical or local history information.

b. Email, chat room access, instant messaging (IM), and downloading on library workstations

Email, chat room access, instant messaging (IM), and downloading to disks or other portable storage media are permitted activities on workstations in Adult Services and Archives and on designated parent workstations in Children's Services.

For file downloads that are prevented by library security, staff may be able to offer advice or assistance with downloading the file.

Email, chat room access, instant messaging (IM), websites and online games with content not suitable for young children, and downloading to disks or other portable storage media are not permitted on children's Internet workstations in Children's Services.

c. Viewing of DVDs on library workstations

Users may view DVDs on library workstations in Adult Services and Archives and on designated parent workstations in Children's Services provided that the viewing remains within the time limits allowed for individual sessions.

The library interprets such use as in compliance with public performance rights as long as only one person is allowed per workstation and the person is using headphones.

Content of DVDs viewed on parent workstations in Children's Services must be appropriate for the very youngest of the department's users.

Viewing of DVDs is not permitted on children's workstations in Children's Services.

8. POLICY ENFORCEMENT

a. Reasonable use

The library staff are specifically authorized and instructed to develop such rules and procedures as are necessary to insure the fair and reasonable use of the library's public computer workstations and Internet resources, including but not limited to requiring user registration or computer reservations and to placing limits on duration of use, number of persons sharing a workstation, printing, etc.

b. Staff oversight

The library staff are specifically authorized and instructed to observe the use made of library computer workstations, personal laptop computers, the Internet, and other online resources for purposes of enforcement of library policies and procedures.

c. Revocation of privileges

The library staff are specifically authorized and instructed to suspend or permanently terminate Internet access for users found in violation of library policies or procedures.

9. USER ACCEPTANCE

Users of library computer workstations are required to accept a brief on-screen version of this section (IV-B) of the library's *Policy Manual* before connecting to the Internet. Library staff are authorized to develop and modify this on-screen version as needed. (See appendices.)

10. APPENDICES

On-Screen Computer User Agreement

Adopted January 14, 1998

Last amended January 11, 2011