

# **Computer Usage Policy**

*Approved by the Library Board on 11.28.2023*

## **Introduction**

This document constitutes a Library-wide policy for the management of the stand-alone computers and the Internet network that is owned and administered by the Cleveland Bradley County Public Library. The policy reflects the ethical principles of the Cleveland Bradley County Public Library and indicates; in general, what privileges and responsibilities are characteristic of the Library computing environment. Annually, the Library Board will review the Computer Usage Policy, which includes the Internet Safety Guidelines, in an open-to-the-public Library Board meeting, and will document the approval of the policy in the minutes of the meeting.

## **General Policies**

Computers have become an integral part of many of the Library's activities. While the majority is now performed on individual computing resources, most communication systems either reside on central computers or use networks. When you have questions regarding the use of these resources, please ask for assistance at the Reference Desk.

## **Storage of Information/Headphones**

Due to computer security, there is no permanent storage of personal information to the computers. Those wishing to save their information may purchase disks at the Reference Desk. If patrons would like to listen to audio content on the computer, s/he should bring headphones or purchase through the library. Charges for headphones are as listed below:

- Headphones \$1.50

## **Computer Resources**

The Cleveland Bradley County Public Library offers several computer software programs available for patron use. Patrons may use the Internet, Microsoft Office Suite which includes: Word Processing, Excel Spreadsheet, Access Database, PowerPoint presentations and Publisher.

## **Responsibilities of Users**

The patron is responsible for correct and sufficient use of the tools available for maintaining the security of information stored on each computer system. The following precautions are strongly recommended:

- The user should understand the level of protection each computer system automatically applies for files and supplement it, if necessary, for sensitive information.

- The computer users should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of the processes.

Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from the user's privacy.

## **Legal Use**

The public and staff may only use computing resources for legal purposes. Examples of unacceptable purposes include, but are not limited to, the following:

- Harassment of other users
- Libeling or slandering other users
- Destruction of or damage to equipment, software, or data belonging to the Library or other users
- Destruction of or damage to equipment, software, or data belonging to the others outside the Library (hacking)
- Disruption or unauthorized monitoring of electronic communications
- Unauthorized copying of copyright-protected material

## **Ethical Use**

Computing resources should be used in accordance with the ethical standards for the Library. Examples of unacceptable use (some of which may have legal consequences) include, but are not limited to, the following:

- Violation of computer system security
- Violation of software license
- Violation of network usage policies and regulations
- Violation of another user's privacy

## **Cooperative Use**

Computing resource users can facilitate computing at the Library in many ways. The Library endorses the practice of cooperative computing. It includes:

- Refraining from overuse on connection time or information storage space
- Refraining from sounds or visuals which might be disruptive to others
- Refraining from encroachment upon others space while waiting for a requested resource
- Refraining from use of any computing resource in an irresponsible manner.

## **Sanctions**

Violators of the Computer Usage Policy may lose Library privileges. Staff will be subject to normal disciplinary procedures as well. Violations of the policies described above for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may be subject to prosecution by local, state or federal authorities.

*Please Note:* Child pornography is illegal and prosecutable. The police will be notified immediately of any individual browsing child porn sites.

## **Library Card Required**

Library cards will be issued to all residents of Bradley County with proof of residency free of charge (2 proofs and picture ID). All residents of Bradley County wishing to use computer resources must have their own valid Cleveland Bradley County Public Library card or a Lee University Card that is in good standing (No fines or fees, no overdue material, an active library card that is not expired and with current address). Likewise, any regular patron from neighboring counties should apply for an out-of-county card (\$15/person per year). A guest card is available on a temporary basis for Tennessee residents who live outside a 50 mile radius of Bradley County and for out of state residents who are here on a temporary basis with a valid driver's license.

## **Time Limits for Computers**

The Cleveland Bradley County Public Library utilizes computer management software to manage computer access. A valid Library card as described above is required to log onto computer resources. Once a library patron is logged-in, the computer management software implements time slots for that patron. The time-slots are as follows:

- Monday through Saturday: The initial time available is 2 hours. After the initial session, patrons can log-in for another 2 hours.
- Sundays: 4 hours, as described above.

NOTE: The non-use time will not begin until the patron utilizes all the 2 hours (120 minutes) of the initial log-in. If a patron is close to finishing a project and needs additional time, the Reference Department Staff, upon request, can extend the time-slot.

## **Printing**

All legible copies that are printed, whether intentional or not, are \$.25 per page (or \$1.00 for color). This includes copies made from the Online Catalog, Internet, or Word Processing computers. If there is a question to the print quality, please inquire at the Reference Desk. An account must be set up before a patron can print a page.

## **Staff Assistance**

Library staff will give basic instruction for the Internet and word processing programs, but cannot spend extensive time in completing the patron's work. Training classes on computer operation, Internet searching and word processing will be offered periodically. Any interested patron is encouraged to register for these classes.

## **Internet Safety Guidelines**

### **Introduction**

The Library is pleased to offer public use of the Internet as part of the Library's mission of providing free and open access to materials and services to meet patrons' personal, educational, and professional needs. The Library's computer system provides the opportunity to integrate electronic resources from around the world with the Library's other resources.

The Library has no control over information on the Internet and cannot be held responsible for its content. The Library network is designed to support access to content, not personal communication or games. Using email, chat rooms, or divulging private information on Library computers is not encouraged and may be unsafe for patrons.

The Library adheres to the Children's Internet Protection Act (CIPA), <https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

Computers in areas designated for use by children have restricted and filtered access to some adult content. Patrons are prohibited from viewing inappropriate content on the Internet in these areas. Minors may not use Library computers to send email, divulge personal information, participate in chat rooms, or use other forms of direct electronic communication in these areas unless a parent or guardian accompanies them.

The Library does not endorse the viewpoints expressed on the Internet or vouch for the accuracy of information obtained through the Internet. As with other materials in the Library's collections, any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. No personal information about library patrons will be released without authorization, but patrons are responsible for any personal information they release on the Internet.

No one may use Library computers for "hacking", or to gain unauthorized access to files, programs, or personal information whether stored locally or elsewhere. It is unacceptable to use the Library's computer system and Internet resources for any purpose that violates applicable U.S. or state laws, particularly Tennessee Code Annotated 39-17-911.

Staff who observe patrons violating laws are required to:

- Warn the patron s/he may be violating state laws and should use another Internet site.
- Tell patrons who, after being warned, continue to exhibit unlawful materials in the presence of minors to leave the Library premises. If the patron does not leave the premises, the police may be called and the customer charged with criminal trespass.

By federal law, the library is required to utilize an Internet filtering device or software. If you feel a website has been blocked wrongly, please follow the directions on the blocked screen. No library staff member decides what website will be blocked-it is an automatic process.

### **Responsibility**

As with all Library resources, the Library affirms the right and responsibility of parents and legal guardians to determine and monitor their minor children's use of the Internet. Parents or legal guardians who believe that their children cannot responsibly use the Library's Internet access are requested to monitor their children's Internet use.

Internet resources accessible through the Library are provided to all users. Computers in the Children area are governed by the "Children's Area Use Policy" It is the responsibility of the parent or legal guardian to decide what resources are appropriate for their children.

### **Privacy and Confidentiality**

The Library does not monitor an individual's use of any sites except for the length of use in order to ensure equal opportunity of access for everyone, or when materials displayed on the screen is not appropriate in a public environment and user responsibilities are violated.

In general, the Library will treat information on computers as confidential. Requests for disclosure of information regarding an individual's use will be honored only if approved by the Library Director, when authorized by the owners of the information, or when required by local, state or federal laws.

### **Guidelines of Acceptable Use**

Users must accept all U.S. copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet. The Library expressly disclaims any responsibility resulting from copyright infringement by a Library patron.

Downloading of images for files from the Internet to the computer's hard drive is strictly prohibited. Patrons may either bring in a floppy disk or purchase one from the Reference Desk. Unknown files will be purged from the system periodically.

- The Library will conform to all local, state and federal laws regarding minors' access to materials harmful to minors.
- All Internet users should avoid disclosing personal information over the Internet to preserve their own personal safety. Library Internet users are prohibited by law from disclosing, using to disseminate personal information regarding minors without written authorization of the parent or legal guardian of the minors involved.
- Engaging in any of the following activities is a violation of this policy: libeling or slandering of others; uploading a worm, virus, or other harmful form of programming or vandalism; participating in hacking activities or any form of unauthorized access to other computers, networks or information systems.
- In accordance with the Tennessee Code Title 39, Chapter 17, Part 9, sending, receiving or displaying text or graphics that may be reasonably construed as obscene by community standards are prohibited, regardless of age.
- Internet users are prohibited from using the Library computers to compromise the safety and security of minors when using email, chat rooms and other forms or direct electronic communications. Such use includes, but is not limited to: giving others, private information about one's self or others or arranging a face-to-face meeting with someone one has met on the Internet with a parent or legal guardian's permission.

## **Violations**

The user's access to the Library's computer network and Internet is a privilege, not a right. Misuse of the Library computers will result in the loss of computer privileges, and possible criminal prosecution.

## **Virus Warning**

Although the Library uses a program that checks for viruses, there is no guarantee that files downloaded from the Internet will not contain a virus. The Library is not responsible for any damages that may arise from saving or downloading files to a CD.

## **Email**

Users can register for free email accounts such as Gmail or Yahoo.

## **Online Public Access Catalog**

The Library's online catalogs have limited Internet access. They may be used to utilize the Tennessee Electronic Library (TEL) for additional resource information.

## **Other Library Online Resources**

The Cleveland Bradley County Public Library subscribes to online resources and makes them available to residents of Bradley County, TN through its website at

<http://www.clevelandlibrary.org>. Look for a link titled "Library Online Resources". All resources are listed there and accessible with a valid Cleveland Bradley County Public Library card.

### **R.E.A.D.S.**

Downloadable eBooks, eAudio-books, eMagazines, and streaming videos are available through the R.E.A.D.S. (Regional eBook and Audio-book Download System) website at <http://reads.lib.overdrive.com>.