

COMPUTER AND ELECTRONIC ACCESS POLICY BETTENDORF PUBLIC LIBRARY INFORMATION CENTER

Purpose

The Bettendorf Public Library Information Center is committed to providing access to information and ideas for all. Providing access to electronic resources is an integral part of the Library's commitment to adapt services based on changing technology and the needs of patrons. Computers and/or electronic devices at the Library provide access to the library catalog, the Internet, and a variety of software products and electronic databases.

Access and Use of Library Internet Connections and Networks

Bettendorf Public Library Information Center reserves the right to monitor patron use of the Internet and to reasonably ensure compliance with the Library's computer usage policy. Patrons with laptop computers or other portable devices may login to the City's Ethernet connection available in library study rooms. Wireless access to the Internet is also available throughout the library facility.

Internet Functions Supported

Library Internet workstations provide access to the Internet using a graphical browser. The Library does not provide e-mail accounts. Patrons who wish to use web-based e-mail, messaging, or social media must register and maintain personal accounts without assistance from staff.

Wireless Internet Connection

Wireless Internet access is available throughout the library building to anyone who possesses the devices required to access the Internet via an *unsecured network*. It is strongly recommended that users do not use such networks to transmit personal, financial or legal information. Bettendorf Public Library Information Center provides no protection or guarantee of safety regarding personal information or equipment. Wireless network users are responsible for configuring and operating personal equipment. Due to insurance limitations and warranties, library staff is not permitted to assist patrons with issues related to personal computers or devices, configure users' laptops or handheld computers and/or electronic devices, or install any devices or software on personal computer devices.

Confidentiality

The Library retains minimal information associated with the use of library materials, but does not retain browser history or personal information entered into websites or applications. Patron computer use and reservation records are not permanently retained. The Library will not reveal the information sources or services individual users access unless required by law or court order. (See *Confidentiality Policy*)

Responsibilities of Users

Users of the Bettendorf Public Library's computers and/or electronic devices and wireless service are required to abide by the provisions of this policy including the *Usage Guidelines* listed below.

The Library reserves the right to classify any action, access, or operation on computers and/or electronic devices as unacceptable, including but not limited to:

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- Information which is considered pornographic, violent or obscene. Exceptions: Images which possess educational, artistic, literary, scientific or political merit and are not within viewing range of minors.
- Information which results in the harassment of others.
- Information which in any way violates State or Federal law, including but not limited to Child Pornography. It is illegal to view, print, distribute, display, send or receive messages, or graphics of materials that violate laws relating to child pornography.
- Unauthorized duplication of copyrighted material, software or licensing agreements.
- Use which results in damage to library equipment, connections or security.
- Disruptive behavior. (See *Rules of Conduct Policy*)
- Any attempt at unauthorized disclosure, dissemination or use of personal information.

*Material is available on the Internet that parents or guardians may feel is inappropriate for children. Parents or legal guardians of minor children, not library staff, assume responsibility for their child's use of the Library's Internet connections.

Patron Assistance and Instruction

Library staff may offer search suggestions, answer general questions, and offer one-on-one technology assistance by appointment or during scheduled computer courses.

Filtering Software

In its *Statement on Library Use of Filtering Software*, the American Library Association's Intellectual Freedom Committee has stated, "...the use in libraries of software filters to block constitutionally protected speech is inconsistent with the United States Constitution and federal law and (...) violates the "Library Bill of Rights." Bettendorf Public Library Information Center will not impose blocking or filtering software to limit access to Internet sites. However, patrons may choose to use filtered search engines. Library staff may provide a list of filtered search engines upon customer request.

Usage Guidelines

Consortium Patron Login- Bettendorf patrons and patrons of participating Rivershare member libraries may login to library computers and/or electronic devices using their consortium library barcode number and PIN. Patrons must use their own library card, only. *Local residents residing within the consortium's service areas should obtain a valid library card from their home library to utilize public computer privileges at the Bettendorf Public Library Information Center.

Computer Use Only Cards - Visitors residing outside the consortium service area may request a temporary Computer Use Only card at the Library's Information Desk or Help Desk. Photo ID and proof of address is required. Computer Use Only cards are valid for three months from the day of issue and may be used at Bettendorf Public Library Information Center only.

Short-term Computer Use Only Cards - Visitors without a RiverShare library card, photo ID, or proof of address may request a Short-term Computer Use Only card at the Library's Information Desk or Help Desk. Short-term Computer Use Only cards are valid for three days from date of issue and may be used at Bettendorf Public Library Information Center only. Renewals available up to six weeks from initial date of issue.

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Session Length

- Public Computers- General public computer sessions and educational computer sessions are two hours in length, per day. Session times may be extended at the discretion of library staff, based on demand.
- Tablets- Library tablets are available for two-hour sessions at the Information Services or Youth Services desks (in-house use only). Tablets are checked out at the Information Services or Youth Services desks with the patron's valid library card in good standing and must be returned to the same service desk as check-out, no less than 15 minutes prior to library closing time. Patrons must use their own library card (only) to check out library tablets. Tablet use/checkout may be extended at the discretion of library staff, based on demand.
- Library Research Stations- There is no time limit on library research stations.

Reservations

Patrons may reserve computer time at the Library's public access computers, up to one week in advance. Reserved time slots will be forfeited 10 minutes past the time of reservation.

Privacy and Viewing

Patrons are urged to respect the sensibilities of others in viewing online content. Privacy and confidentiality while using the Library's Internet connection or public access computers cannot be guaranteed. Iowa law prohibits the intentional dissemination or exhibition of obscene material to minors.

Library staff may request that users cease access to online resources deemed disruptive to the environment of the Library, other users, and/or interferes with the conduct of library business in accordance with library policy. See *Rules of Conduct Policy*.

Downloading and Saving Information

Patrons may not download software from the Internet, personally-owned software, or library-owned software to the Library's computers or electronic devices. Documents may be temporarily saved to the portion of the hard drive that has been reserved for patron use. Patrons may save data to an appropriate personal storage device, or purchase a USB flash drive at the Library's Circulation Desk.

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3-D Printer and Associated Equipment- See Program Development Policy- Creation Studio Equipment Policy and Usage Guidelines

Relationship to Other Library Policies- Bettendorf Public Library's Computer and Electronic Access Policy should be interpreted in conjunction with all existing library policies.

Disclaimer Statement

The Library's Internet connection and wireless service may be used only for lawful purposes. Transmission of any material in violation of any U.S. or state regulation is prohibited. This includes, but is not limited to, copyrighted material and threatening or obscene material. Internet users agree to indemnify and hold harmless the Bettendorf Public Library Information Center from any claims, losses, or damages resulting from their use of the service.

The Library is not responsible for lost data and does not guarantee any supplied program. Users will be held financially responsible for any damage or alteration to equipment or software. Misuse of any equipment, or failure to follow any of the guidelines in this policy, including failure to abide by time limits, may result in loss of computer privileges. Internet users should be aware that viewing of certain materials within a public setting may be considered inappropriate in time, place or manner. Users must respect the rights of other library patrons not to be inadvertently exposed to material and images, which could be considered offensive. The Library reserves the right to end an Internet session at any time at the Library's sole discretion, in accordance with this and other Library policies.

All users of the Library's Internet connection, whether using Library equipment or personal devices, must abide by this policy.

Approved By Bettendorf Public Library Board of Trustees

1/97	7/99	9/02
9/03	1/04	6/05
8/06	6/08	3/09
2/13	1/14	5/14
11/14	12/15	9/16
3/17	11/19	05/21

CC 10/29/19