



Policy: Internet Acceptable Use Policy and Implementation Guidelines
Reviewed/Re-approved: 19 May 2008

Policy

The West Chester Public Library, through its membership in the Chester County Library System, provides public access to the Internet, through Library- and CCLS-owned or leased computers and wireless connections, and to other electronic resources. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community, and to respond to advances in technology and the changing needs of its customers. The Library recognizes that the Internet is a rich but unregulated resource and that not all sources on the Internet provide information that is accurate, complete, current, legal, or philosophically acceptable to all citizens. The Chester County Library, in behalf of the Chester County Library System, selects links for the Library System web site to guide users to sites that have been reviewed according to the same selection criteria used for other library resources.

Individual users assume the responsibility for determining the suitability of Internet content for themselves. The Library affirms the right and responsibility of parents and legal guardians for deciding what library resources, including those found on the Internet, are appropriate for their own minor children. The Library staff does not act *in loco parentis* to restrict what a child may access.

The Library System uses technology protection measures to filter content in accordance and compliance with the federal Children's Internet Protection Act, (CIPA), Pub. L. No. 106-554, Div. B., Title XVII, 114 Stat. 2763A-335 (2000).

Users of the Library's computers or wireless connections may not use them for any purpose that violates federal, state or local laws. Users must respect all copyright laws and licensing agreements pertaining to electronic files and other resources obtained via the Internet. The viewing of pages that contain or display sexually explicit images or materials or obscenity as defined in 18PaCS 5903 is prohibited in Pennsylvania in a public library environment. The viewing of child pornography is a criminal act and may be prosecutable as a felony. The Library will assist in the prosecution of criminal activity.

The Library reserves the right to terminate an individual's use of an electronic resource, library computer or wireless connection at any time for failure to comply with Library Policy and Guidelines.

Implementation Guidelines -- User Information & Responsibilities

- Library users may not use Library Internet stations or wireless connections for unlawful purposes or to view prohibited (see paragraph 4 of policy above) content. Users of Library computers and wireless connections are responsible for complying with Library Policy and Guidelines.

- Library users may use USB ports on the fronts of Library computers for their own USB-compatible computing devices. The Library is not responsible for any corruption of data that may occur or for flash drives and other devices left in the Library.
- Library users may not alter the Library's hardware and may not use any ports or jacks at the backs of Library computers to attach any equipment or peripherals to a Library computer.
- Library printers may not be used to print from personal computing devices. Wireless users wishing to print from their wireless computing devices at the Library must provide their own printers.
- The Library's wireless connections are intended for those using their own laptops, notebooks, or PDAs. The Library is not responsible for corruption of software or data on users' personal computing devices while using Library wireless connections.
- Library users may not store individual files on the Library's hard drives. Files or other data found on hard drives are deleted as part of daily clean-up procedures.
- Library users are responsible for damage to or loss of Library hardware and software caused by negligence. Replacement costs apply in cases of loss or damage.
- Wireless communications are not secure. Informed, cautious wireless users avoid transmitting credit card or other sensitive personal information through wireless connections.
- Library staff can provide general guidance and a fact sheet for making wireless connections. Staff are unable to configure users' personal computing devices. Staff are unable to provide in-depth instruction in using PCs, software, or Internet-based services (e.g. e-mail).
- Users must sign in at the respective service desk, lower-level, main floor, or children's, where they will be using a library PC. Users are asked to adhere to the set time-limits to allow equal access to all users. Users repeatedly not complying with staff request to leave a PC at the end of his or her time period may be refused Internet access in the future. Users needing a time for academic or job-related research, homework, resume writing, or job searching should inform staff at sign-up to request a longer time-limit.

Guidelines for Implementation – Staff Roles and Responsibilities

- Library staff can guide parents to materials and sites that will help them use the Internet with their children.
- Library staff is available to assist users in accessing information on the Internet and to answer questions or concerns. However, time does not permit staff to provide in-depth training on the Internet or personal computer use on demand. The CC Library System regularly offers workshops *for the public* on the Internet and its specific applications.
- Library staff will provide general guidance and a fact sheet for using wireless connections. Staff cannot configure users' personal computing devices.
- In compliance with CIPA, Library staff will override a block on Internet sites imposed by the filter upon request by an adult 18 and older, for any lawful purpose and in compliance with the provisions of Pennsylvania law summarized in the Policy above. The Library will

unblock erroneously blocked sites upon any request by a minor. Staff may refer to *Filtering Procedures and FAQs*, available on the staff intranet under Filtering Information. If unblocking results in the display of inappropriate images on the monitor, Library staff will follow the guidelines given in the next bullet.

- A Library staff member who notices inappropriate images or materials displayed on a monitor should immediately approach the user, tell the user in a quiet, neutral, objective manner that the display is not permitted in the Library's public setting, and politely ask the user to remove it. If there is any hesitation on the user's part the staff member should immediately minimize the image or turn the monitor off if the image is on a Library computer. If the image is on a personal laptop or notebook, the staff member should gently but immediately guide the monitor several inches forward so that the image is less visible to others. The staff member should explain to the user that any further display of such materials will result in denial of computer and wireless use privileges and, possibly, in a request to leave the facility. (*See also Library Behavior Policy*)
- Although the primary objective of Library staff who see inappropriate images displayed on a monitor is to clear the display from public view, there are additional concerns if images appear to be child pornography. If a displayed image appears to be child pornography and if there are no other library users in the area at the time, the staff member should call a staff member from another area as a second witness to what appears on the monitor. This is particularly important if the staff member is aware that the same user previously displayed a similar type of image.
- **If a staff member feels that a criminal activity may be taking place, he or she should immediately consult another staff member and, when possible, the Director or the Director's designee to determine if police should be called (911). If the situation is urgent and the Director or designee is not immediately available, any staff member may call 911 without repercussion. (*See also Library Behavior Policy.*)**