

# Computer and Internet Use Policy

## Introduction

The Agawam Public Library provides access to the Internet and public computers to further our mission of providing materials and services to help residents of all ages and abilities meet their personal, educational, recreational and professional needs.

The Internet is a rich information source, and offers a variety of material that enables the Agawam Public Library to enhance and supplement its existing collection. It is used to communicate internationally and to provide access to ideas, information, and commentary from around the globe.

## Waiver of Responsibility and Liability

The library does not assume responsibility for the accuracy, quality, or timeliness of information, nor the unauthorized access of financial or personal information entered on public access computers either by other users or third parties. The Agawam Public Library shall not be liable for the actions of anyone using its public computers, including accessing the Internet. The library shall not be liable for the transmission of computer viruses from using the library's computers.

Some material on the Internet may be offensive or disturbing to some individuals, or may be illegal. The Agawam Public Library does not monitor or control access to material that may be accessible from the Internet. Unfiltered Internet access is available on all computers on the lower level. All computer stations in the children's room will have filtering software that block sites that contain or make reference to pornographic, or explicitly sexual material. However, filtering software cannot guarantee protection from these types of sites, and therefore the Agawam Public Library cannot guarantee protection from these types of sites.

Patrons are responsible for compliance with all state, national and international laws governing copyrighted materials. Users should be aware that copyright protection is not only associated with print materials but also governs the use of audio, video, images and text on the Internet. Using library resources to copy and distribute copyright protected materials may be an infringement of copyright law. The Agawam Public Library is committed to upholding the provisions of the U.S. Copyright Law (Title 17 U.S. Code). For further information, please ask a librarian or see the U.S. Copyright Office at: <http://www.copyright.gov/>.

## Agreement

By signing on to use any of the Agawam Public Library's computers, users agree to abide by the library's computer use policies and procedures. The Acceptable Use Policy for Computer Resources will be displayed each time a user signs onto a computer and this policy will be posted in all computer areas. Violators of the Agawam Public Library's Computer and Internet Policy may lose computer privileges. Illegal acts involving library computing resources may also be subject to prosecution by local, state, or federal authorities.

## Sign-ups and Reservations

All Users must sign in at a computer, or make a reservation, with a CW/MARS Library Card. Users who have billed items may be denied use of the computers. Users without a CW/MARS Library Card must provide staff with picture identification for each session. Reservations may be made in person or by phone up to twenty-four hours in advance. Users arriving more than ten minutes late for their reserved time may forfeit their reservation if another person wishes to use the computer.

All Users are guaranteed a single, one hour session per day. There is no restriction on the number of sessions a user may have during the day; but users are expected to yield to new Users after the guaranteed time is up. Session times may be extended depending on demand or at the discretion of the staff.

Children 12 and under may only use the computers in the Children's Lab. Patrons aged 13 through 17 may only use computers in the Young Adult Lab. Patrons 18 and over may only use computers in the Adult Lab. An adult may use the computers in the Children's Room if his/her child is using a computer or the adult and child are using a computer together. A patron under 18 may use a computer with his/her parent in the Adult Lab. Only two people may sit at one computer.

## Printing

Each computer in the library is networked to both the color and black & white laser jet printers. The library gives each patron \$1.00 worth of free printing a day. The fee for each black and white page is 10 cents a page, and each color page is 25 cents a page. The network printers are operated by a computer release station and a coin op machine. Prints can be retrieved and copies can be paid for at the computer release stations.

## Computer/Printer Problems

If users experience any problems using the computer and/or the printer, report the problem to the librarian at the reference desk or the children's desk. Please do not

attempt to fix problems, turn off the computer/printer, reboot the system or do routine tasks such as filling paper. The staff will assist users.

## Staff Assistance

Staff will be glad to assist users as time and knowledge permit. However, staff is not available for extensive instruction. Library staff cannot guarantee expertise for every site, program, or problem encountered online. Because of the many applications available, staff may not always be familiar with specific programs users wish to use. In these cases, the users are responsible for learning the program. Classes on using the Internet are scheduled periodically. Circulating and reference books and manuals for self-instruction are available. Please ask a librarian.

## Downloading, Saving, and Installing Software

Downloading and saving to e-mail accounts, disks and USB drives is permitted. The library sells CDs for \$1.00. All files, shortcuts, and favorites not created by Agawam Library staff will be deleted after each session. Users are not permitted to install any software or run any programs on Agawam Public Library computers that have not been installed by Agawam Library staff.

## Shut-Down

Computers automatically shut down 15 minutes before closing. New sessions may not be started 10 minutes before computer shut down time.

## Unacceptable Use

Deliberate misuse of the computers or its components will result in patrons being asked to leave or the loss of computer privileges. It is not acceptable to use the Agawam Public Library's computers for illegal or abusive purposes, or to destroy or damage computer equipment including but not limited to:

- unauthorized copying of copyright-protected materials.
- engaging in communications which are libelous or slanderous.
- the transmission of threatening, harassing or obscene materials as determined by the Office of the Massachusetts Attorney General.
- deliberately displaying materials considered harassing or obscene to other users or library staff.
- transmission of computer viruses.
- violating computer system security or unauthorized access to local and remote computer systems and personal accounts.
- using the computer for illegal purposes by violating any local, state, or federal statute.

- destroying or damaging equipment, software or data belonging to the Agawam Public Library including the modifying, altering, or deletion of system program files.
- invading the privacy of others.

