

## Computer and Internet Policy

### **Revision Control**

- *Adopted by the LPLD Board February 23, 2004*
- *Revision Approved by LPLD Board October 21, 2010*
- *Revision Approved by LPLD Board February 19, 2015*
- *Revision Approved by LPLD Board March 22, 2021*
- *Revision Approved by LPLD Board September 18, 2023*

### **I. PRIMARY SERVICE GOALS**

The Lincolnwood Public Library District provides access to public computers, the internet, and other electronic resources in order to further its mission to foster lifelong learning and connect the community through its materials, space, events, and expertise. In offering such access, the Library Board considers providing free access that fairly and effectively serves the diverse needs of patrons to be of primary importance.

### **II. AVAILABILITY OF SERVICES AND RESOURCES**

Unless otherwise noted, full access to library equipment is available on an equal basis to all individuals holding Lincolnwood Public Library cards.

- A. **Internet Access.** The Library provides a free, unsecured, wireless network for patron use on personal or library-owned devices in the building during library hours and onsite at all times. The Library's wireless network may be unavailable or be halted, suspended, or interrupted at any time without prior warning.
- B. **Authentication.**
  - i. Patrons who wish to use library equipment must be entered into the database of authorized users. Authorized users are individuals who hold a valid Lincolnwood Library card in good standing or a borrower's card from another library in the state of Illinois.
  - ii. Guest passes may be issued at the discretion of library staff to visiting patrons and provide limited access to library equipment.
  - iii. Caregivers may choose to "opt out" of computer use privileges for their child at any time by requesting to do so in person at the Library.
- C. **User Agreements.** Patrons must accept the electronic User Agreement every time they log on to library computer equipment.
- D. **Time Limits.** In order to provide equitable access to as many users as possible and to better meet the needs of Lincolnwood residents, the Library may place limits on the maximum amount of time that individuals may use library technology equipment. Specific time limits are outlined in the electronic User Agreement.
- E. **Location.** Computers and other technology equipment shall be available in both the Adult and Youth & Teen Services areas of the Library.
  - i. Computer equipment in the Adult area is reserved for the use of adults and high school aged teens who can work quietly at their respective computers.
  - ii. Computer equipment in the Youth & Teen area is reserved for the use of children, younger teens, and the caregivers who have children with them and must remain nearby. In order

to best meet the needs of students, use of computers in the Youth & Teen area may be restricted to homework and other school-related activities during certain hours.

### **III. FEES**

Although there is no charge to use library technology equipment and to access the internet or other electronic resources, users must pay for pages printed, copies, or other direct costs that may be charged for by the Library.

### **IV. STAFF ASSISTANCE**

Library staff will help individuals locate sources of information about how to use computers, computer software, the internet, and other electronic resources. In-depth personal instruction or training cannot be provided unless offered through a formal technology training program. Time permitting, some brief and very basic assistance may be offered. Although library staff members are available to assist users in judging the reliability or currency of certain websites and other information sources, they cannot provide definitive analyses and determinations about such resources.

### **V. INTERNET CONTENT**

The Library has no control over the content, accuracy, or currency of resources accessed on the internet, nor does it have complete knowledge of what is available. Users access the internet at their own discretion. The Library encourages users to evaluate information they obtain from the internet carefully. Although there are many highly dependable and extremely useful sites, others may contain unreliable, inaccurate, or out-of-date information, and some may include risky or fraudulent proposals. There are internet sites containing information or images that may be controversial or offensive to some. The Library reserves the right to ask users to refrain from displaying computer images that are deemed to be inappropriate and obscene in a public setting, tantamount to sexual harassment, or otherwise incompatible with the goals articulated in Section I above.

### **VI. CHILDREN'S USE OF INTERNET AND TECHNOLOGY**

Consistent with principles articulated in the Library's Collection Strategy Policy, the Library supports the right of all individuals to access electronic resources and will not deny access on the basis of age. Caregivers must assume responsibility for deciding which library resources, including internet sites, are appropriate for their children, and for monitoring their children's use of the Library and the resources it makes available. Caregivers may choose to "opt out" of computer use privileges for their child at any time by requesting to do so in person at the Library. The Library does not act in loco parentis (in the place of parents) and staff cannot take responsibility for monitoring the safety or behavior of unattended children nor their choice of library resources—this responsibility falls to the caregivers.

### **VII. INAPPROPRIATE AND UNACCEPTABLE USES**

Any use that is illegal, endangers library property, or intrudes upon or disregards the rights of other users is unacceptable and will result in loss of privileges and possible legal action. Users will be held financially responsible for any damage caused by vandalism to or willful destruction of the Library's computer network or any component thereof. Examples of unacceptable use include, but are not limited to:

- Conducting illegal activity, accessing illegal materials or sites.

- Harassing another user, or violating another user's privacy.
- Attempting to install or run outside software or equipment on or through library computers or through the Library's internet connection.
- Violating computer system security.
- Tampering with computer hardware or software.
- Permanently storing data to anything other than an external storage device.
- Using another individual's identity and authorization to gain access to a computer, or knowingly enabling someone else to do so.

It is the responsibility of the user to respect copyright laws and licensing agreements. All users are expected to comply with the Library Board's Behavior Policy, which states: "Any behavior that jeopardizes the safety of those using the Library and its grounds, hinders easy access to or departure from the Library building or grounds, unreasonably infringes on the use and enjoyment of the Library by others, interferes with Library operations or the ability of staff to do their work, or endangers library property, is prohibited."

## **VIII. CONFIDENTIALITY AND SECURITY OF INFORMATION**

User registration records and information about specific computer sessions are considered to be confidential and will not be released to or shared with third parties except as required by law or as absolutely needed to repair, maintain, or gather statistics about the Library's computer system. Individuals should be aware, however, that the internet and other electronic resources are not secure, and that others may be able to obtain information from users' computer sessions. The histories of all user sessions are automatically purged from the system at the end of each session. Users should nonetheless exercise caution about entering personal information, such as credit card and Social Security numbers, on library computers and frequently saving to USB flash drives is highly recommended.

Because wireless internet access is unfiltered and may be accessed through computers and devices not owned by the Library, patrons are hereby notified and encouraged to place appropriate controls or restrictions on the use of personal devices. Though the Library makes every effort to maintain a secure network through use of virus protection and firewalls, it cannot guarantee the complete privacy of transmitted personal information such as credit card and Social Security numbers. Users are advised to give personal information only through websites that encrypt data with Secure Socket Layering (SSL). Virus and security protection is the responsibility of patrons on their own devices. The Library assumes no responsibility for damage, theft, or loss of any kind to a user's personal equipment, software, or data files.

## **IX. MAC COMPUTER USE**

The Specialized Media Station is available to residents for up to 4 hours, and non-residents for up to 2 hours. Staff have discretion to extend time beyond this. All patrons using this computer need to move any content they create to a flash drive, hard drive, or by uploading it to an online account of their choosing. Content left on the computer will be deleted. Patrons are encouraged to save often and back up frequently.

Staff can give only limited assistance on some of the special and advanced applications on the Specialized Media Station. The computer is intended for media creation uses such as editing photos, digitizing personal recordings from vinyl albums or cassette tapes, digitizing VHS home movies, authoring CDs and DVDs, etc. Patrons who want to use the Mac computer for creative and specialized media projects may be given priority. The Library assumes no responsibility for the quality of digital works created on this computer or for the continuity of original source materials. It is up to users to know the copyright status of all media with which they are working.

## **X. REMOVAL OF SERVER RECORDINGS**

The Library Director or designee may assign a member of the management team to store a backup tape of library digital files off the library premises. The backup will be kept in a safe, secure, cool and dry environment. The staff member will not access anything on the backup tape unless specifically instructed to do so. Accessing tapes for data restoration will be done on the library premises by trained staff only. The staff member will return data tapes on a schedule set by the Library Director or designee.

**Electronic User Agreement**  
**For Use of the Internet and Library Computer and Technology Equipment**

I have reviewed, understand, and agree to comply with the various provisions and requirements contained in the [Computer and Internet Policy](#).

I am aware that the Library has no control over content, accuracy, or currency of resources accessed on the internet; that users access the internet at their own discretion while in the Library; and that, if necessary, library staff will ask users to refrain from displaying computer images deemed to be inappropriate and obscene in a public setting, tantamount to sexual harassment, or otherwise incompatible with the Primary Service Goals articulated in the aforementioned policy.

I acknowledge that my use of the Library's technology equipment is subject to availability and the following time limits and rules:

**Public Computers**

- Lincolnwood Residents – maximum of 4 hours per day
- All other users – maximum of 2 hours per day

**Laptop Computers and Tablets**

- Lincolnwood Residents age 15 and up – maximum of 4 hours per day
- Only 1 device may be checked out to a single user at a time

**Express Stations**

- All users – unlimited 15 minute sessions
- Staff may ask a patron to vacate an express station at the end of a session if another patron is waiting

I also fully understand, accept, and agree to act in accordance with the following provisions covering inappropriate and unacceptable uses: Any use that is illegal, endangers library property, or intrudes upon or disregards the rights of other users is unacceptable and will result in loss of privileges and possible legal action. Users (the parent/guardian if user is a minor) will be held financially responsible for any damage caused by vandalism to or willful destruction of the Library's computer network or any component thereof. Examples of unacceptable use include, but are not limited to:

- Conducting illegal activity or accessing illegal materials.
- Harassing another user, or violating another user's privacy.
- Attempting to install or run outside software or equipment on or through library computers or through the Library's internet connection.
- Violating computer system security.
- Tampering with computer hardware or software.
- Permanently storing data to anything other than an external storage device.
- Using another individual's identity and authorization to gain access to a computer, or knowingly enabling someone else to do so.
- Disregarding copyright laws and licensing agreements.