



Date: April 16, 2018
To: Library Commission
From: Sean Reinhart, Library Director
Subject: Computer Use Policy Update

In preparation for the transition to the 21st Century Library facility in 2018, Library staff and the Library Commission have undertaken updates of several Library policies. Attached to this report is the updated Computer Use Policy for Library Commission review, feedback, and approval.

Attachment: Computer Use Policy Update

CITY OF HAYWARD PUBLIC LIBRARY COMPUTER USE POLICY

INTRODUCTION

Hayward Public Library offers free and open access to the Internet in accordance with its mission of providing public access to information of all types in a wide range of formats. The library provides access to the internet in several ways, including public access computers, high speed public access WiFi, and the checkout of portable devices such as Chromebooks. Printing is provided for a nominal cost.

PRINCIPLES OF PUBLIC LIBRARY COMPUTER AND INTERNET USE

The Library cannot guarantee the accuracy of information gained through the Internet. Users are responsible for determining that the information they access is acceptable, reliable and suitable to their needs. The Library does not monitor and has no control over the information accessed through the Internet and assumes no responsibility for its content.

Parents or legal guardians must assume responsibility for deciding what library resources are appropriate for their own children. It is both the right and the responsibility of parents and legal guardians to guide their own children's usage of library resources in accordance with individual family beliefs. The Library does not provide this monitoring or supervision.

Library customers are warned that the Internet is not a secure medium and that privacy of email and other communications is not guaranteed. The Library assumes no responsibility and shall have no liability for any direct, indirect or consequential damages arising from the use of information found on the Internet, any communications sent through the Library's computers or WiFi network, or any data loss or damage to personal storage devices.

To maximize computer availability, and to ensure fair access for all, the following rules and procedures have been adopted. Failure to respect these guidelines will result in the suspension of computer privileges and may result in the revocation of access to the library for a period of time.

ACCESSING LIBRARY COMPUTERS AND NETWORKS

1. Computers are available only during the designated hours, which may vary from library operating hours. Some workstations are limited to a dedicated purpose, such as accessing library databases or other resources, or are reserved for use by children or teens.
2. A valid library card and PIN are required to use most library computers. This does not apply to the Library catalogs or library card application/online payment stations.
3. Customers may not use another customer's card to access computers.
4. Abide by the posted time limits. Customers will be automatically logged off when the time limit is reached.
5. The library does not save customer files on public access computers. Files may be saved to personal storage devices (such as flash drives) or to online services such as Google Docs or Dropbox. Flash drives may be purchased in the Friends of Hayward Library store or at the Accounts Desk.
6. Printing is available for a fee.
7. Headphones are not provided by the library. Customers may bring their own headphones, and earbuds may be purchased in the Friends of the Library store or at the Accounts Desk.
8. Customers may not install software to library computers.

9. Library staff members will assist customers, as time permits, with basic Internet navigation and with basic computer and printer functions. However, library staff does not provide in-depth assistance or instruction.
10. All users are expected to be respectful of the rights of others. Each customer has the right to a quiet and organized work space.

PROHIBITED BEHAVIORS

Misuse of library equipment or networks will result in the loss of public library computer use privileges. Library staff are authorized to enforce this Code in all Hayward Public Library facilities and surrounding grounds. Examples of prohibited behaviors include, but are not limited to:

1. Accessing or disseminating material that violates federal, state, or local laws or regulations. Illegal activity is subject to prosecution by the appropriate authorities.
2. Sending, receiving, or displaying offensive, inappropriate, or sexually explicit text or graphics.
3. Violating the privacy of others, harassing other users, or sending harassing or threatening messages.
4. Violating copyright laws or licensing agreements pertaining to software, files, or other resources obtained electronically.
5. Installing or downloading any software to library equipment
6. Accessing or attempting to access the Library's internal network, files, passwords, or other data belonging to the Library or others.
7. Disrupting or interfering with network services or altering or attempting to alter software configurations or to cause degradation of system performance.
8. Modifying, removing, tampering with, destroying or damaging equipment, software, or data belonging to the library or other users.

Library users who engage in conduct or behavior that violates this Code will be issued a warning and/or required to leave the premises. Repeated or serious violations of this Code may result in the suspension of Library visiting privileges for an extended time period. Any and all illegal activity is immediately reported to law enforcement.