

Community Library of the Shenango Valley

Computer Policy

The Community Library of the Shenango Valley is a patron-focused resource center, enhancing the lives of people of all ages and backgrounds by providing outstanding materials, programs and technology in a safe, inviting environment. It is within this context that the Library offers public computers with Internet access and selected applications and databases.

General Usage

- Computers are available **as is**; there is no guarantee that they contain all of the programs that patrons may wish to access.
- Patrons are not permitted to download or install any additional software or programs on public computers.
- Public computers will automatically shut down 15 minutes prior to the Library closing. Patrons are responsible for ensuring they have enough time to complete online tasks.
- Patrons may download to a flash drive, but not to the hard drive. Flash drives are available for purchase at the front desk for \$5.00 each.
- Patrons may print from public computers for a cost of \$0.25 per side, per page for black and white printing and \$0.50 per side, per page for color printing.
- A limited number of computers have color-printing access. Patrons must check in at the circulation desk first if they will be printing in color.

Age Requirements

- Computers in the Children's or Teen/Young Adult area are for patrons under the age of 18 **only**. All adult patrons must use the public computers in the adult section of the Library.
- Patrons under the age of 18 are to use the computers located in the Children's or Teen/Young Adult area. In order to use public computers in the adult section of the Library, they must be accompanied by a parent or legal guardian.
- Children under the age of 12 are not to be in the library unsupervised and must have a parent or legal guardian sit with them at the computer.

Behavior and Conduct

- Patrons must:
 - Observe copyright laws, including those related to computer software.
 - Respect the rights and privacy of others.
 - Recognize that electronic transactions are not secure.
 - Play music or sounds with the use of headphones.
 - Follow all rules of behavior as laid out in the Patron Code of Conduct.
- Patrons may not attempt to retrieve, view, or disseminate any obscene, offensive, or illegal materials.
- Patrons may not threaten, abuse, or harass any other user.
- Patrons may not create or run any program with the intention of accessing or bypassing computer security systems.
- Patrons may not tamper with any computer or attach any unauthorized device to the computer equipment.
- Patrons may not alter the desktop or computer hardware or software in any manner. (This includes making shortcuts or automatic start-up of programs.)
- Patrons may not use the computer in a way that violates local, state or federal law.

Browsing Limits and Filtering

- The Children's Internet Protection Act (CIPA) is a federal law that requires all computers in a public library to be filtered if that library accepts any federal funds for computers used for Internet access.
- In compliance with this law, the Library has filters installed on all Internet access

computers.

- While the Library utilizes internet filtering software, no filtering technology is completely effective. Filters may inadvertently block websites of legitimate educational or informational value, or conversely, fail to block access to sites that contain illegal, obscene, or sexually explicit material.
- The Library is not responsible for the content, websites, or search results accessed by children under the age of 18. Parents, legal guardians, or designated caregivers are solely responsible for monitoring and supervising their children's internet use, selection of materials, and online safety while using the Library's public computers.
- Online Public Access Computers (OPACs) are available for searching the library's collection, and may not be used to access the Internet.
- The microfilm computer is available to print or save to a flash drive images from the Library's microfilm machine, and may not be used to access the Internet.
- Library staff cannot monitor and control information on the Internet and therefore cannot be held responsible for what is obtained through the Internet, or any consequences arising from such use.

Help and Technical Support

- Library staff may not be available to provide in-depth Internet or personal computer training; however, they will attempt to provide other resources for assistance.
- Patrons may schedule time with the Adult Services Coordinator for more in-depth needs, subject to computer and staff availability.
- Library staff have the right to decline helping patrons when the request relates to passwords, personal information, or other instances which make the staff uncomfortable.

Two-Factor Authentication

- The Library is not responsible for, and cannot assist with, multi-factor or two-factor authentication requirements for patrons' personal online accounts (social media, banking, email, etc.).
- The Library does not provide access to staff telephones, official library email addresses, or SMS-capable lines for the purpose of receiving verification codes.
- Patrons are responsible for bringing their own personal mobile devices or utilizing alternative security methods to access accounts requiring two-factor authentication.

Compliance with the Library Policy and Guidelines

- Violation of the library's Computer Policy will result in suspension or loss of the privilege to use the public computers.
- Illegal use of Library computers may also be subject to prosecution by local, state, or federal authorities, and will be reported by the Library to the appropriate authorities.
- The Library fully cooperates with legal investigations regarding computer use.
- The Library reserves the right to take appropriate action to ensure compliance with this policy.