

## **Acceptable Use Policy for Library Technology Sherwood Public Library**

### **POLICY**

The purpose of Sherwood Public Library's technology tools and services is to meet the informational, educational, cultural and recreational needs of the community. Sherwood Public Library offers access to information and learning tools in a wide variety of formats including access to the Internet, software, library computers, and electronic devices. Library staff are dedicated to providing equal access to technology and information. Tools and guidelines are used to make Internet and technology available equitably, and to ensure resources are used safely and respectfully by library users and staff.

### **BACKGROUND**

The Internet is a global entity with a highly diverse user population and information content; not all sources on the Internet provide accurate, complete, or current information. The library cannot completely restrict access to materials or protect users from materials they may find offensive.

Sherwood Public Library is a member library of Washington County Cooperative Library Services (WCCLS) and a department of the City of Sherwood. Internet at public computers is provided by WCCLS. Filtering software is installed and set at "Adult Level" (e.g. blocking pornography, obscene content, and malicious code/spyware). No filtering technology is absolute; there is no guarantee that filters will block materials that patrons may find objectionable. Wireless Internet is provided through Sherwood Broadband from the City of Sherwood and is not filtered.

Other tools and hardware capable of connecting to the Internet may also be made available for use during library classes and through the Library of Things circulating collection. Productivity and content-creation software is made available for use in the Library. The national Edge Assessment tool helps inform decisions about services and tools.

Internet speed, availability, and power supply may change due to extenuating circumstances outside of the Library's control. Library and City staff will work with partner organizations to report problems and restore access as soon as possible.

### **REGULATIONS**

#### **Rules**

- It is unacceptable to use Internet access, computers, or other Library property for any purposes that violate US or state laws, including those related to copyright and intellectual property.
- User agreements from Internet providers apply.

- Regardless of the Internet service provider, these regulations must be followed in the Library.
- It is unacceptable to interfere with or disrupt network users, services or equipment. Disruptions include, but are not limited to:
  - Distribution of unsolicited advertising.
  - Propagation of computer worms and viruses.
  - Using the network to make unauthorized entry to any other machine accessible via the network.
  - Library patrons are expected to use headphones and adequate volume controls when using technology with sound.
  - Patrons must not alter hardware and/or software configurations of library computers either through the installation of software or accessing systems settings.
  - Installing of software is prohibited by patrons. If a specific software application is needed it must be approved and installed by Library staff or the IT department.
- It is unacceptable to view, transmit or receive material that is unlawfully threatening, harassing, or obscene, as well as other unlawful materials.
- Staff reserve the right to ask a patron not to access a site or display images at the public computers or within view of minors that may be inappropriate for minors.
- To ensure equitable access to public computers, the Library has implemented a time & print management system. Library staff reserve the right to limit computer time. Users are required to leave the computer when the session expires and for library closures.
- See the [Sherwood Public Library Behavior Policy](#) for additional behavior regulations.

### **Privacy & Security**

- The Library avoids collecting or maintaining records that could compromise the privacy of library patrons and will only disclose your records as required by law.
- The public computers have measures in place to clear the content of each user's session. It is the responsibility of the computer user to verify personal information has been deleted and report any problems to staff. There is no guarantee that all user data will be cleared every time.
- Library public computers are in a public area and offer little privacy for the individual user.
- Users should be aware that it is their responsibility to protect their privacy while sending information via the Internet; take care with interactions involving personal information. Be aware that as with any online connectivity, there is a possibility of interception of information or illegal access by malicious users or software.
- Any damage, theft, loss of data, or liability that may occur while using library equipment or Internet services is the responsibility of the user.

- Additional privacy statements for library services can be found at [www.wccls.org/about/wccls-privacy-statement](http://www.wccls.org/about/wccls-privacy-statement).

### **Intellectual Freedom**

- Sherwood Public Library fully endorses the principles documented in the American Library Association's Library Bill of Rights<sup>1</sup>, Access to Digital Resources and Services: An Interpretation of the Library Bill of Rights<sup>2</sup>, and The Freedom to View Statement<sup>3</sup>.
- The Library upholds the right of the individual to secure information, even though the content may be controversial, unorthodox, or unacceptable to others--within the parameters of our Behavior Policy and this policy. Adults have the right to request filters be disabled, without justification, and in a timely manner. Minors also retain the right to access constitutionally protected information and, at a minimum, have the right to ask staff to provide access to erroneously blocked information in a timely and confidential manner. Records of these requests will not contain personally identifiable information.
- The Library does not stand *in loco parentis*. Parents and guardians, not the Library, have the responsibility to guide and direct the reading, listening, viewing, playing, creating, and Internet browsing choices of their minor children. All library users, regardless of age, have the right to access computers in the Library.
- Obscene content is not protected speech and is not allowed in the Library.

### **PROCEDURES**

#### **Log-in & Reservations**

- Users of the library's Internet computers may use a Washington County Library card or Guest Pass to log on to the computers.
- Public computer sessions are for up to two hours, or 10 minutes before closing time. Time may be extended by Library staff if availability and open hours allow. A 15-minute express computer station is also available.
- Computers are available first come, first served. Reservations can be made using the Reservation computer or with Library staff.
- Using another person's library card, or using both a library card and guest pass, is not allowed.

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<sup>1</sup> "Library Bill of Rights", American Library Association, June 30, 2006.

<http://www.ala.org/advocacy/intfreedom/librarybill>.

<sup>2</sup> "Access to Digital Resources and Services: An Interpretation of the Library Bill of Rights", American Library Association, July 7, 2006. <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/digital>

<sup>3</sup> "Freedom to View Statement", American Library Association, September 29, 2006.

<http://www.ala.org/rt/vrt/professionalresources/vrtresources/freedomtoview>

## **Printing, Copying & Scanning**

- Printing and copying is available for 10¢ per page for black and white. Color copying services are pending and additional fees will apply. 3D printing services are pending and additional fees and procedures will apply.
- Wireless printing, “Print from Anywhere”, is provided through WCCLS. See [wccls.org/printfromanywhere](http://wccls.org/printfromanywhere).
- A scanner is available for in-library use.
- Printing, copying and scanning is subject to the requirements of copyright laws. The user bears sole responsibility for ensuring compliance with these and other laws.

## **Assistance**

- Computer users without basic knowledge of how to operate a computer are asked to schedule a One-on-One Tech Help session with a librarian first. Sessions are available in English and Spanish.
- Library classes are routinely offered at beginning and intermediate levels for Microsoft Office products or other technology skills. Additional skills may be taught at scheduled One-on-One Tech Help sessions.
- Library staff may be able to assist with other technical assistance or refer users to resources for further study.
- Additional equipment is available for use in the Library. E.g. headphones, USB drives (fees apply), portable scanner, charging cables, and disc drives.
- Test proctoring services are provided (fees and restrictions apply). See staff or the Library website for details.

## **Restrictions**

- Failure to comply with Library policies may result in a loss of computer access and/or library access. See Behavior Policy for information about exclusions and the appeal process.

## **History**

Replaces Public Computer and Internet Use Policy from 2006.

Policy reviewed by City IT Director January, 2020.

Policy reviewed by City Attorney February, 2020.

Approved by Library Advisory Board on February 19, 2020.