

# Internet and Computer Use Policy

The Irving Public Library provides a variety of technology equipment to library users including public computers, laptops, tablets, and wireless Internet access at all branch locations. Access to the Internet, to digital services and products, and to technology devices and software applications are intended to fulfill customers' needs for information, communication, civic/community engagement, education, recreation and workforce development.

## **Internet Safety**

Each individual is responsible for his or her own appropriate use of the Internet in a public place, though the Library has implemented measures aimed at protecting minors from exposure to harmful material as well as preventing illegal activities. The Internet contains a wide variety of material and opinions from various points of view. Not all sources provide information that is accurate, complete, or current, and some information may be considered offensive or inappropriate to some.

The Irving Public Library complies with state and federal law, including but not limited to the Children's Internet Protection Act (CIPA) and Chapter 43 of the Texas Penal Code, mandating the use of measures that prevent minors from accessing or being exposed to material on the Internet that is (a) obscene; (b) child pornography; or (c) harmful to minors (e.g. "hacking" and other unlawful activities online). Filtering software is installed on all public Internet computers to meet this requirement to the extent technically possible. Since filters may inadvertently block material that is appropriate in a public library setting and may not violate any law or prohibition, Library patrons age 18 and older may request that the content filter be disabled on a Library computer. In response to such a request, Library staff will verify the age of the user and will temporarily disable filtering software for adults when requested.

In addition, the Library will continue to work to provide and promote information and programming for both parents and children that encourages safe use of the Internet and online communication tools by minors.

## **Confidentiality and Privacy**

The Library does not, as part of its regular practice, retain any data, including websites visited, passwords, credit card numbers, or any other information a customer has entered.

It is the Irving Public Library's practice to retain only customer use records that are essential for library business operations, however, Section 552.124 of the Texas Government Code makes confidential library records that may reveal the identity or other personal information of individual Library patrons. The Library will release records, including those relating to Internet usage, only as required by law or when deemed necessary for Library operations and is not otherwise confidential by federal or state law.

## **Customers' Responsibility**

To obtain access to most technology resources the user must first acknowledge compliance with this policy.

In order to ensure a positive library experience for everyone the Library requires that all customers using Library provided computers/tablets, as well as the Library's wireless network shall:

- Use computers only for lawful purposes.
- Refrain from viewing (or using public computers to print, download, or stream) pornographic materials or content that by contemporary community standards would be considered obscene.
- Observe established computer time limits.
- Refrain from damaging or altering computer equipment, systems, or software.
- Adhere to Library requirements for initiating computer access, including utilizing a valid library card or guest access method facilitated by Library staff.

A violation of the Library's Computer and Internet Policy is considered a violation of the Customer Conduct Policy. Library staff may terminate computer sessions of customers, ask customers to leave the Library, or revoke the privileges of customers who violate or refuse to comply with any of the Library's policies.

## **Service Expectations**

Library staff are trained and knowledgeable on many forms of technology and are available to assist with library technology, however staff is not able to provide hands-on assistance with personal technology items.

To achieve the Library's goal of providing access to electronic resources to all customers in a fair and equitable manner, the Library reserves the right to designate time limits on computers. All Library computers will shut down automatically 10 minutes before the Library closes.

Due to resource and technical constraints, the Library is not able to provide every software application that may be desired by users but endeavors to provide options for as many types of applications as possible.

The Library's public wireless Internet connection is an unencrypted and open network. Users should use caution when considering using it for any transactions containing personal or financial data.

Self-service access to most of the Library's technology equipment is facilitated by the user's registered Library card, but technology services are also available to guests through the issuance of guest passes. Procedures and rules relating to guest pass issuance, including limitations on use or charges for use will be reviewed and revised as needed on a periodic basis taking into

consideration such factors as availability of equipment, customer demand for technology use and self-service software functionality.

Paper for printing is provided by the Library; to prevent potential damage to the printers, no alternative paper may be used.

## **Liability**

The Library and its employees assume no responsibility for damages of any type arising from the use of the Internet or technology devices through the Library's network. The Library cannot guarantee the privacy of data that is transmitted through the Internet.

The Library is not responsible for any loss of work due to uncontrollable forces such as but not limited to software glitches, computer shut downs, malware, viruses, or power outages.