

**CLEVELAND PUBLIC LIBRARY**

**Community Services Committee**

September 14, 2010

**POLICY ON INTERNET AND COMPUTER USE**

- WHEREAS, The Board of Library Trustees adopted a policy on Internet Access on June 20, 1996, that was expanded on June 17, 2004, to include computer use; and
- WHEREAS, Board policies are revised and updated, as needed, to provide greater clarity and definition to library operations and services; and
- WHEREAS, The Library's Administration recommends revisions and additions to the current Policy on Internet and Computer Use in the interest of providing a consistent level of service excellence to the community; now therefore be it
- RESOLVED, That the Board of Library Trustees adopt the revised Policy on Internet and Computer Use, as attached, to be effective October 1, 2010.



CLEVELAND PUBLIC LIBRARY  
Policy on Internet and Computer Use

**Computer Use**

"Computer use" shall include using library computers for any purpose, including without limitation, word processing purposes, or for Internet and electronic mail use. Use of Library computers is subject to the Library's Policy on Patron Guidelines.

1. A patron must have a library card in good standing to use the public computers managed by the Library's reservation software.
2. Persons using the computers, and accompanied by children six and under, may not leave the children unattended.
3. The Library employs reservation software to maximize the number of patrons who are able to access the Library's public computers. To that end, patrons are limited to two hours of use per day on the public computers managed by reservation software, regardless of the number of library cards used or Cleveland Public Library locations visited. The Library reserves the right to limit the amount of time an individual user can devote to a single computer session. The last computer session of the day ends 5 minutes before the Library closes. Patrons must not attempt to disable or circumvent the Library's reservation software.
4. Patrons may make same day reservations in person or by telephone on a first-come first-serve basis. Reservations, where available, will be held no longer than 5 minutes past the scheduled reservation time.
5. Headphones are permitted, but volume must be kept low to not disturb others.
6. Only two persons may share a single workstation. Staff, in their discretion, may approve or disapprove requests for study group accommodations.
7. Workstations equipped with adaptive software and hardware such as ZoomText, JAWS and Braille printers may be used only by patrons in need of adaptive technology.
8. Patrons may not use library computers for any activity that is patently offensive, intrusive, disruptive, harassing, or creates an intimidating or hostile environment to staff and/or to other patrons.
9. There is a charge for printing from the Library's computers that are managed by the Library's reservation software. Printing must be completed within a user's time limit and collected before the Library closes.
10. While staff are available to assist users with the equipment and available software, staff cannot provide in-depth training. Users who need individual training should attend the Library's free computer classes or schedule an individual appointment. The Library does not provide technical support for personal computers and other hardware owned by patrons.
11. Work saved to the Library's computers is automatically erased when a patron logs off. To save a document, the patron must copy it to his/her personal media or online data storage during the computer session. Staff are unable to recover data once a computer session ends. The Library is not responsible for time or data lost due to computer failure or failure to save data during a computer session.

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## Policy on Internet and Computer Use

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12. The Library is not responsible for any loss or liability that may occur as a result of the disclosure of financial or other personal information over the Library's public computer services, including Internet and electronic mail use. Users should be aware that use of public computers is not a private or secure medium, and that third parties may be able to obtain information regarding user's activities. Users should also be aware that Library staff may monitor use of the computers for the limited purpose of ensuring compliance with this Policy, and hereby consent to such monitoring.
13. Patrons may not utilize the Library's computers in violation of any local, state, or federal ordinances, regulations, or laws, including copyright laws. Users engaged in illegal activities involving library computers may be subject to prosecution. The Library reserves the right to terminate a computer session and/or suspend library privileges of anyone who violates the Library's computer use policies.
14. Users may be liable for alterations or damage they cause to library hardware or software. Patrons are not permitted to install software of any kind, or to download plug-ins without consultation with Library staff. Patrons should report any computer problems to Library staff.
15. Users must not make any attempt to access or modify passwords or data belonging to others, or seek unauthorized access to the Library's or any other computer system.
16. Whether or not they are in use, the Library reserves the right to designate computers for the exclusive use of children aged 17 and under and their accompanying caregivers.
17. By using a library computer, the user agrees to conform to all regulations contained in this Policy. All users of library computers agree to indemnify and hold the Library harmless for any claims, losses, damages, obligations, or liabilities arising out of the use of the Library's computers.

### **Internet Use: Generally**

1. In keeping with the Cleveland Public Library's objective to make accessible the broadest range of information in a variety of formats, the Library provides public access to the Internet. The Internet enables the Library to provide information beyond the confines of its own collection. However, the Library cannot control and is not responsible for the content of information obtained through the Internet, and does not warrant that information accessed through the Internet is accurate, reliable, legal or complete.
2. Parents, guardians and caregivers are encouraged to work with their children to develop acceptable rules of Internet use. It is their responsibility to set family standards and guidelines and to decide which library resources and Internet websites or resources are appropriate for their children. Library staff are available to assist parents and their children with using the Internet and to help identify appropriate Internet sites. However, Library staff are not responsible for monitoring information accessed by children from the Internet, and the Library will not act in loco parentis nor assume the functions of a parent's or legal guardian's authority with regard to the behavior of their children in the Library.
3. Patrons may not send, receive, print, disseminate, or display text or graphics which may be construed as obscene or "harmful to juveniles" under Chapter 2907 of the Ohio Revised Code.

Pending approval by the Board of Library Trustees