



City of Covina
Parks & Recreation Department
Covina Public Library

Wireless, Wired Internet, Electronic & Printing Resource Policy

General Policies & Access to Internet Resources

Recognizing that the Internet represents an important and vital electronic resource that allows access to ideas, information and commentary from around the world, the Public Library is pleased to provide Internet, wireless access and printing to Library users as part of its collection and resources.

The Covina Public Library is committed to providing access to informational, educational, recreational and cultural resources for library users of all ages and backgrounds. The Library's computer system provides the opportunity to integrate electronic resources from information networks around the world with the Library's other resources. The Library strives to balance the rights of users to access information resources with the rights of users to work in a public environment free from sounds and images intended to harass other library users or library staff.

Authority

- Due to the emerging nature of Internet and other electronic resource services, policies are subject to change without notice and are at the Library's discretion.
- Library staff are authorized to take prompt actions to enforce the Library's policies including the termination of a user's access.

Computer Assistance

- Staff may provide general assistance with these resources as time and personnel allow at public library stations. Librarians will not provide assistance entering data of any kind, including but not limited to personal, confidential or financial information.
- Library staff cannot provide detailed help or individual instruction on the use of the computer, wireless network, Internet or other electronic resources the customer may be accessing.

Computer Training and Guidance

- Ask at the Information/Reference desk for information about training offered through the library, computer classes offered locally and various computer guides that have been developed by Library staff to assist customers.

Internet Computer Stations available to the Public

- Adult Computer Centers - Adults (18 years and older), who hold a Covina Library Card, may use these computers. These sections are Adult Internet, Publishing Center, and Handicap (ADA).
- Teen Computers - Teens (ages 13-17), who hold a Covina Library Card, may use the computers located in the teen area.
- Children's Computers - Children (ages 12 and under), who hold a Covina Library Card, may use the children's computers located in the children's area.

Public Catalog Computers

- Public Catalog Computers contain a database of the Library collections. These computers are exclusively for searching the Library's holdings and selected databases.

Fifteen (15) Minute Computer Stations

- Adults (18 years and older) may use the 15-minute computers with or without a Library Card.
- The computers are available on a first come, first serve basis.

Internet Computers

- Provide information beyond the confines of the library's collection.
- Offer a full range of the most popular Internet browser plug-ins for searching the Internet, displaying files, and viewing multimedia content.
- Provide access to word processing (No station provides support for all file types, browser plug-ins, or Internet technologies).

Internet Filtering

The Internet offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages. However, it also enables access to some material that may be offensive, disturbing, illegal, inaccurate or incomplete. Users are encouraged to evaluate the validity and appropriateness of information accessed via the Internet.

The filters are designed to prevent access to information that is obscene, pornographic or harmful to minors. As Internet filters may, in some instances, filter information not included in one of these categories, filters can be turned off by staff at the request of library users 18 years and older upon completion of a Website Access Request form.

- The Website Access Request forms are located at the Circulation Desk, Reference Desk and at the Children's Reference Desk. Forms are available to library patrons upon request.
- If a Form is requested by a library customer not 18 years of age or older, the legally responsible adult must complete the request form.
- Website Access Request Forms will be processed within a reasonable time period and the patron will be notified of the decision. Best efforts will be made to process requests received Tuesday or Wednesday within 48 hours of the request. Requests received Thursday through Saturday will be processed within 48 hours of the subsequent Tuesday.
- If a page is determined to have been inadvertently blocked, the block will be permanently removed.
- Information that is deemed obscene, pornographic, or harmful to minors will not be unblocked.
- If a Patron becomes aware of a site that is obscene, pornographic or harmful to minors that has not been blocked, those sites should be reported to Library staff. Librarians will evaluate the site and it may be blocked at their discretion.

Children and Teens Section

Internet content in the Children's area is subject to stricter internet filtering than content in the Adult section. In accordance with federal law and the NCIPA Internet Safety Policy, the Public Library has adopted the following guidelines for Internet access by minors under 18 years of age:

- Minors shall not access material that is obscene, pornographic, child pornography, "harmful to minors" or otherwise inappropriate for educational use.
- Minors shall not use Library resources to engage in "hacking" or other attempts to compromise system security.
- Minors shall not engage in any illegal activities on the Internet.
- Minors should use caution in their use of electronic mail, chat rooms, and other forms of direct electronic communications, as these forms of communications can expose minors to dangerous situations. Access to social networking sites is limited in the Covina Public Library Children's section.
- Minors should never disclose personal information, such as name, school, address, and telephone numbers to strangers on the Internet.

Minors are expected to use the Internet in a responsible manner. Any violation of the above Library policy and rules may result in loss of Library privileges. These policies are deemed necessary and are in keeping with existing procedures and policies regarding inappropriate language or behavior. When and where applicable, law enforcement agencies may be involved. Libraries and Library Computers offer a wealth of material that is personally and culturally fulfilling to children and the Library encourages active participation from minors. Parents are, however, strongly encouraged to monitor the library use of their children.

Wireless Filtered Access

Free Wireless Internet access is available throughout the Library building. Wireless Access is subject to the same internet filtering standards as permanent computer stations.

By choosing to use this free wireless service library patrons agree to abide by the Public Library's Internet & Electronic Resource Acceptable Use Agreement. As such, the Public Library reserves the right to require individuals to discontinue the display of information and/or images in violation of said policy.

Wireless Statement

The Public Library's wireless network is not secure. Library staff cannot provide technical assistance. The Library assumes

no responsibility for the safety of personal equipment resulting from connection to the Library's wireless network.

Printing Services

- Documents may be printed from any library computer workstation and are sent to the public printer.
- Printing costs are established through City Council Fee resolution and are subject to change.

Copyright Policies

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use". Users may not copy or distribute electronic materials (including email, text, images, programs or data) without the explicit permission of the holder of the copyright. Any responsibility for any consequences of copyright infringement lies with the user; the Public Library expressly disclaims any liability or responsibility resulting from such use.

In accordance with 17 USC Section 512 (i)(1)(A), the library may terminate a patron's access to the system or network for disrespect of the intellectual property rights of others, or for repeat infringements of copyright. The library has adopted this policy and will make all reasonable effort to enforce it in the appropriate circumstances.

Disclaimer

The Covina Public Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its Internet access, electronic resources, and operation of computers or any consequences thereof.

Internet & Electronic Resource Acceptable Use Agreement

In conjunction with the General Policy, the following also applies to Internet use. Failure to comply with the following rules may result in loss of computer privileges, loss of library privileges and prosecution.

Rules governing use of Library Computers

- Library Patrons are required to sign a Users Agreement to obtain a Library Card.
- Library cards CANNOT be shared with other people. If you are discovered using another person's card, your computer privileges will be taken away. The first infraction will result in a one (1) month suspension. The second infraction will result in a three (3) month suspension. The third infraction will result in a one (1) year suspension after which time a Patron may reapply for a Library Card. A minor's card may be reactivated following a first offense at the request of the responsible adult. Any further infractions will be subject to the aforementioned penalties.
- Users shall be required to log-in using their own Public Library card bar code number at each Internet session. After log-in is complete, users must agree to comply with the computer use agreement statement on the screen. In order to enable the maximum number of people to access library Internet workstations, computer use is limited to three one-hour noncontiguous sessions per patron per day.
- Reservations for computers must be made at the Reservation Station.
- Patrons must promptly vacate the computer station when requested by staff.
- Patrons must not misuse computer equipment or software.
- Patrons should log off completely when their session is completed. This also protects patron privacy.
- Downloading of Software programs is prohibited.
- All information is deleted at the end of the session. This includes passwords and saved documents. If patrons have saved a document on a computer, it will not be there the next day.
- Patrons must use headphones when listening to audio content.
- Patrons must not view any site that creates a hostile environment for other library users and staff. If a staff member requests a patron to stop viewing a site the patron must comply immediately.
- A maximum of two persons are allowed at a single computer.
- Users who do not have a library card are permitted to use one of the guest Internet workstations for 15 minutes only.
- Users are responsible for their own printing costs. Printing should be completed by the end of the user's allotted time limit or ten minutes prior to the closing of the Library.
- Technical difficulties with any of the computer equipment should be reported to staff. Do not shut off the computer or interfere in any way with its operation.

- The Public Library is **not** liable for costs incurred through use of fee-based services.

Misuse. The Following shall constitute misuse and may result in the termination of library access.

- Use of the Internet or Library computers for activities that violate federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography will result in the immediate permanent revocation of library privileges.
- Fraud, spreading slander and hacking into the library's computer system or any other computer system will result in the immediate permanent revocation of library privileges.
- Mishandling, damaging or attempting to damage computer equipment or software; or tampering with computer settings will result in the immediate permanent revocation of library privileges.
- Interfering with system operations, integrity or security will result in the immediate permanent revocation of library privileges.
- Attempting to gain or gaining access to another person's files or authorization codes and passwords will result in the immediate permanent revocation of library privileges.
- Displaying or printing materials that violate the City of Covina's policy on sexual harassment will result in the immediate permanent revocation of library privileges.
- Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment will result in the immediate suspension of library privileges for a time period of not less than six months and may result in permanent revocation of library privileges.
- Violating copyright laws and software licensing agreements or the policies of the individual websites that you view will result in the immediate suspension of library privileges for a time period of not less than six months and may result in permanent revocation of library privileges.
- Failing to pay for printing will result in the immediate suspension of library privileges. The first infraction will result in a one (1) month suspension. The second infraction will result in a three (3) month suspension. The third infraction will result in a one (1) year suspension after which time a Patron may reapply for a Library Card. A minor's card may be reactivated following a first offense at the request of the responsible adult. Any further infractions will be subject to the aforementioned penalties.
- Refusing or ignoring a staff person's request to give up a computer will result in the immediate suspension of library privileges. The first infraction will result in a one (1) month suspension. The second infraction will result in a three (3) month suspension. The third infraction will result in a one (1) year suspension after which time a Patron may reapply for a Library Card. A minor's card may be reactivated following a first offense at the request of the responsible adult. Any further infractions will be subject to the aforementioned penalties.
- Failing to sign up for an Internet computer; failing to log in using your own Library card bar code number or guest card number will result in the immediate suspension of library privileges. The first infraction will result in a one (1) month suspension. The second infraction will result in a three (3) month suspension. The third infraction will result in a one (1) year suspension after which time a Patron may reapply for a Library Card. A minor's card may be reactivated following a first offense at the request of the responsible adult. Any further infractions will be subject to the aforementioned penalties.
- Failing to comply with time limits will result in the immediate suspension of library privileges. The first infraction will result in a one (1) month suspension. The second infraction will result in a three (3) month suspension. The third infraction will result in a one (1) year suspension after which time a Patron may reapply for a Library Card. A minor's card may be reactivated following a first offense at the request of the responsible adult. Any further infractions will be subject to the aforementioned penalties.
- Any other violation of the Acceptable Use of the Covina Public Library Wireless, Wired Internet, Electronic & Printing Resource Policy may result in the temporary or permanent loss of library privileges.