

## PASO ROBLES CITY LIBRARY: INTERNET USE GUIDELINES

### POLICY:

In keeping with its mission of providing opportunities for lifelong learning, the Paso Robles City Library offers public access to the Internet free of charge under the Internet Use and Safety Policy and the following supplemental guidelines.

### GUIDELINES:

#### I. WIRED ACCESS

##### A. General Usage (All Ages)

1. A library card is required to make a reservation to use the Internet.
2. Patrons must reserve a time for computer use in person at the reservation terminal in the Library or by calling the Library ahead of time to request a reservation.
3. Internet sessions are for 60 minutes. Patrons may access the Internet up to 180 minutes per day (up to three 60-minute, non-consecutive sessions per day).
4. Reservations cancel automatically if the Patron fails to log on within 10 minutes of the reserved time.
5. If no one is waiting to use any computer workstation, a Patron may continue to use the Internet beyond the 60-minute session time limit. Additional time used counts against the Patron's 180-minute per day total allowance.
6. Cards are not transferrable for purposes of Internet use; if Patron is unable to provide proper ID to establish a Library card account or has used his full 180 minutes-per-day on the Internet, he is unable to use another's card to access the Internet.
7. If a Patron is from outside the area (resides outside the Black Gold Library System's Service area), a one-time guest pass may be issued. To receive a guest pass, Patrons must show a valid picture ID. Guest passes will not be issued to extend a Patron's daily Internet use beyond the 180 minutes-per-day time limit. Guest passes are not transferrable and are designed for one-time use; Patrons who are temporary or full-time residents should establish a Library card account in order to use the Internet.
8. Before connecting to the Internet, Library Patrons are asked to read the Internet policy posted at their computer workstation or displayed on their laptop computer screen. Use of the Internet indicates agreement with this policy.
9. Library staff may ask patrons to verify their age or other information with a valid picture ID.

##### B. Access for Minors (Ages younger than 13)

1. Minors wishing to use computer workstations in the Library, with the exception of Internet workstation in the children's reading area, must register for a Library card, with a parent or guardian present to sign for the card.
2. The Library has a long-standing policy of providing age-appropriate material for children. Thus, Internet stations located in the children's reading area are more stringently filtered than Internet computer workstations in the main Library. This means they are equipped with software designed to prevent minors from accessing sites that may contain material inappropriate for children (e.g. obscene or sexually explicit material). Parents and legal guardians should be aware, however, that no filtering system is perfect, and that children who use these stations could come into contact with objectionable material.
3. Use of Internet computer workstations in the children's reading area is restricted to minor children (and their accompanying parents or guardians).

- a) Workstations in the Children's section of the Library do not require reservations or parental permission
  - b) Minors wishing to use the workstations must check in at the Children's Service Desk and will be assigned a workstation as available.
  - c) Children's workstations are intended to be used for 30-minute sessions; students working on homework assignments may be allowed extended access at the discretion of Children's Service Desk staff.
4. It is not the responsibility of Library staff to monitor children's use of the Internet. Children are less likely to encounter objectionable material and will get more out of the online experience when they have adult supervision. The Library encourages parents and legal guardians to become involved in their children's use of the Internet, including the appropriate use of safety and security techniques. Parents or legal guardians may request revocation of their child's Internet access privileges at any time by personally presenting the minor's Library card to Library staff and requesting such revocation.

C. Privacy Issues

1. Internet stations at the Library are located in public areas. The Library does not guarantee privacy or confidentiality for the use of Library Internet stations.
2. Patrons should be aware that others may be exposed to what is displayed on the sites they have selected.
3. Not every web site has a privacy policy, so Patrons are advised to be very careful about giving out personal information over the Internet.
4. If Patrons log into personal accounts (email, social media), they are advised to log off when they are finished. Additionally, to maintain privacy, they should delete search history and any documents created. If these procedures are not followed, subsequent users may gain access to confidential information, such as passwords, logins, search history and documents.
5. The Library upholds and affirms the right of each individual to have access to constitutionally protected materials. Some Web sites may present controversial, inaccurate, misleading, or offensive material. Use of the Internet is at the Patron's own risk. The Library is not responsible for the content and conduct Patrons may encounter, nor for the accuracy or quality of written, audio, graphic or visual material found on the Internet.
6. There are information resources on the Internet that are inappropriate for viewing in a public setting. Because the Library is a public place shared by people of all ages, Library staff reserve the right to end Internet sessions when such material is displayed.

D. Responsible Use of the Internet

1. The Library's Internet stations may not be used for any purpose that violates federal, state or local laws.
2. The Internet offers a vast number of sites and information. Although the Library will not provide e-mail accounts, Patrons may have e-mail access through the various e-mail providers on the Web.
3. All Library Internet access is provided on an "as is, as available" basis.
4. The Library does not, and cannot, exercise any control over the information passing through its network or through the Internet and therefore cannot be held responsible for its contents. Not all information found on the Internet is accurate, complete, or up-to date. The Library disclaims any warranty as to the accuracy of the information on the Internet.

5. Patrons acknowledge that the Library's Internet access may be interrupted for a variety of reasons, such as malfunctions and maintenance, although Patrons may not receive advance notice of any interruption in access. Scheduled interruptions will be posted at the Internet workstations.
- E. Downloading Information from the Internet
1. Downloading information from Library Internet computers to removable memory devices is possible. Patrons must provide their own devices. Storage devices may be available for purchase at the Friends Store.
  2. Patrons should be aware that downloaded information may contain computer viruses. The Library is not responsible for any damage to or loss of Patrons' data that may occur as a result of using Library computers and/or access to the Internet.
  3. Much of the content on the Internet is owned by others and is protected by copyrights, trademarks, and other intellectual property rights. It is very easy to copy material in cyberspace, but that does not mean it is legal or acceptable to do so. Patrons must not copy, transmit, modify, distribute, or create any derivative works from any content they find on the Internet unless they have the legal right to do so. Making unauthorized copies of protected material found on the Internet may lead to civil or criminal charges and may result in the termination of a Patron's Library Internet privileges without advance notification.
- F. Misuse of Library Internet Computers
1. Misuse of the Library's Internet computers may result in termination of a Patron's Internet privileges. Some examples of misuse include:
    - a) Using a Library Internet workstation without authorization;
    - b) Accessing another user's e-mail account without permission;
    - c) Using Library computers to gain unauthorized access to any computer system;
    - d) Changing, damaging, or destroying Library equipment, software or data, or installing software onto Library equipment;
    - e) Violating any federal, state or local laws;
    - f) Viewing material that is disruptive to other Patrons' enjoyment of the Library
    - g) Violating software license agreements or copyright/intellectual property laws;
    - h) Violating computer system integrity, including attempting to bypass security functions, obtain passwords, or alter workstation configurations in any way;
    - i) Running or installing a program intended to damage or place excessive load on the Library computer system (including, but not limited to, computer viruses, Trojan Horses, and worms);
    - j) Masking the identity of a workstation or machine;
    - k) Reading, copying, changing, or deleting another user's files or software without his or her express consent;
  2. Violations may result in the temporary or permanent termination of a Patron's Library Internet privileges without advance notification. Violations of local, state, or federal laws will be subject to prosecution by the appropriate law enforcement authorities.
- G. Hold Harmless Provision
1. By using the Library's access to the Internet, Patrons agree to hold the Library harmless for any improper or illegal use of Internet access.
  2. Patrons agree to defend, indemnify, and hold harmless the Library, the City of Paso Robles, and any of their respective officers, employees or agents, for all injuries, damages, liabilities, claims,

and expenses (including attorneys' fees) that arise from their violation of this Policy or from their use of the Library's Internet access.

H. Termination and Cancellation

1. Either a Patron or the Library may terminate or cancel the Patron's Internet privileges without cause at any time.
2. Cancellation is the Patron's sole right and remedy with respect to any dispute with the Library regarding use of the Internet.

II. WIRELESS ACCESS

- i. The safe use of the Internet is a top priority in our Library. Please keep in mind that, as with most public wireless "hot spots," the Library's wireless connection is neither uninterruptible nor secure. Any information being sent or received could potentially be intercepted by another wireless user. For your own protection, please avoid transmitting your credit card information, passwords and any other sensitive personal information when accessing the Internet via a wireless connection. The Library and the City of Paso Robles cannot assume responsibility for any loss of information, injury or damages that may arise from the use of this wireless connection, and we will do our best to advise users in the safe and secure use of this service.
- ii. Library staff will provide as much technical support as possible as users access the Internet via our wireless connection. Care will be taken not to touch or alter user equipment in any way.
- iii. Users may print wirelessly to the Library's printer from their own device.
- iv. Up-to-date virus protection, security updates, and a personal firewall are highly recommended for personal laptop computer and/or other wireless devices.
- v. Owner's manuals for personal devices are an excellent resource for information regarding the settings necessary to access the Internet via a wireless connection. This manual can be brought to the Library for general assistance.
- vi. With the exception of time-limitations, The Paso Robles City Library Wired Internet Guidelines also apply to wireless Internet use. Please remember that all users are expected to use the Internet in a legal and responsible manner, consistent with the educational and informational purposes for which it is provided in the Library.
- vii. Parents are highly encouraged to monitor their minor child's access to the Library's wireless network. Library staff recognizes that any restriction or monitoring of a child's access to the Internet is a matter for a parent or legal guardian.

**APPEAL PROCESS:**

First appeals regarding these guidelines may be made to the City Librarian. Further appeals may be made to the Director of the Community Services Department and subsequently to the City Manager. Appeals beyond the City Manager may be made to the Library Board of Trustees and subsequently to the City Council.

**Adopted by the Library Board of Trustees December 13, 2007**

**Amended by the Library Board of Trustees April 9, 2015; May 11, 2017; July 12, 2018; January 9, 2020; December 9, 2021**