

# **INTERNET ACCESS POLICY**

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Last Updated: 1/08/08

## **I. Intent of Policy**

The primary mission of the Aurora Public Library [the LIBRARY] is to provide public information by means of a variety of resources, including Internet access. Toward this end, it is the intent of the LIBRARY to provide free and equitable public access to Internet resources. This access honors the fundamental library principle of intellectual freedom, an abiding respect for the dignity and privacy of individual inquiry.

In addition to general access to the resources of the Internet, the LIBRARY strives toward:

1. The development and/or purchase of information resources as reasonable and appropriate, such as the catalog of LIBRARY collection holdings, databases, other text files and databases of local or regional interest, including information about the LIBRARY;
2. The identification and organization of links to resources the LIBRARY believes fit general collection policies.

## **II. LIBRARY Disclaimers**

### **1. Internet Customer Usage Statement**

The Aurora Public Library strives to meet the challenge of the multi-cultural community's continually changing needs by developing appropriate collections, resources and services. The provision of Internet resources is one of many valuable services the Aurora Public Library provides to library users. Because Internet terminals are open to the public, users should be cautious about accessing sensitive data, such as private documents or personal financial information. The Aurora Public Library will not be held liable for Internet usage or access. In addition, utilization of Aurora Public Library Internet access for illegal, criminal or other unauthorized purposes will not be tolerated, and may result in the loss of library privileges and/or criminal prosecution or other legal action.

### **2. External Link Disclaimer**

The Aurora Public Library provides links to external websites as a convenience to our customers and for informational purposes only. These links do not constitute an endorsement or favoring by the LIBRARY or by the City of Aurora of any of the products, services or opinions represented by the external Websites. Use of any information contained in these Websites is voluntary on the part of the individual accessing them. While the LIBRARY does its best to select sites that will be most useful for our customers, the Aurora Public Library bears no responsibility for the accuracy, legality or content of external websites or for that of subsequent links. Users should contact the external website with questions or concerns regarding its content.

### 3. Electronic Resource Disclaimer

The Aurora Public Library strives to provide for and anticipate growth of customer demand for computer and network resources, with the specific goal to allow fair use of electronic resources for all customers. The amount of hardware and the network resources required, however, is finite and not unlimited. The Aurora Public Library reserves the right to restrict certain types of computer use when necessary due to a need to manage limited resources, examples of which are bandwidth or number of PCs, and to allow the majority of users to gain the most benefit from these resources.

### **III. Unacceptable Use of Electronic Resources**

Any of the following actions may result in the loss of library privileges and/or criminal prosecution or other legal action. In general, the LIBRARY expects customer behavior to be law-abiding and civil. Unacceptable use of the LIBRARY's electronic resources includes, but is not limited to, the following:

1. Use of the LIBRARY's electronic resources for illegal or criminal purposes;
2. Violation of the legal protections provided by copyright and licenses to programs or data;
3. Use of LIBRARY resources to attempt infiltration of a computer or computing system and/or damage or alter the software or hardware components of a local or remote computer or computing system - uploading any harmful form of programming, vandalism or "hacking;"
4. Seeking information on, obtaining copies of, or modifying files, other data, or passwords belonging to other users. Users shall not represent themselves as another user unless explicitly authorized to do so by that user;
5. Falsification of one's age, or other data, to gain access to Internet sites;
6. Use of public Internet access workstations beyond time limits established by the LIBRARY. This time limit may change without notice, dependent on service demands;
7. Unauthorized disclosure, use, and/or dissemination of personal identification information regarding minors;
8. Interference with the use or enjoyment of LIBRARY resources by others;
9. Disruption of the normal flow of LIBRARY operations, including the provision of electronic resources to the majority of Aurora library users;
10. Viewing or downloading visual material that by local community standards would be considered obscene.

The library reserves the right to monitor web sessions in order to ensure system security. Library staff may review these sessions anonymously and remotely. All transactions will be considered confidential, except in those cases where illegal activity is observed, in which case Internet connections may be terminated and information may be made available to the local law enforcement agency in accordance with the provisions of C.R.S. 24-90-119.

### **IV. Access by Minors to Internet Resources**

The LIBRARY will make all reasonable effort to limit access by minors to Internet resources that are obscene or illegal. As specified by state and federal laws (HB 04-1004 Internet Protection in Public Libraries, C.R.S. 24-90-601-606 and Children's Internet

Protection Act (CIPA), Pub. L. No. 106-554) the LIBRARY will filter all public Internet capable computers, defaulting always on children's-use workstations to the highest level of filtering appropriate by the filtering software in place.

LIBRARY efforts toward the above objective include:

1. Utilization of electronic filtering software;
2. Supervision of public space. Minors, like adults, are expected to behave in a civil and appropriate manner in the library. The display of visual material that is sexual in nature or that might be considered immediately offensive to others constitutes rude behavior in many circumstances. In such circumstances, at the discretion of staff after review of the situation, customers will be asked to cease such behavior. If they do not, they may be ejected from the library and risk the loss of future library privileges.
3. Supervision of public space by the placement of Internet workstations, where possible, in direct line of sight of staff. LIBRARY staff will investigate all complaints lodged by other customers.
4. Limitation of access on Internet workstations by supervising their use through observation and by employing an "internet protection measure." Technology and various technological tools are changing rapidly. Staff shall seek to remain current concerning various options, but it is understood that no technology has proved to be 100% effective in allowing only "good" content and blocking only "bad."
5. Creation of web pages designed to direct minors to positive, high quality sites, created or reviewed by librarians.

#### **V. Parental Responsibility**

1. To address issues of safety and security of minors when using electronic mail, chat rooms and other forms of electronic communication, parents and legal guardians are encouraged to urge minors to follow basic safety guidelines: never give out personal information (name, address, phone number, etc.), never arrange via a computer to meet someone and never respond to messages that are threatening or suggestive, remembering that people online may not be who they say they are.
2. Instruction of minors in the safe and effective use of Internet resources is highly encouraged.
3. Parents are advised to have their children use Internet PCs in the children's service areas where filtering is at a higher level than that for PCs in the adult areas.

#### **VI. Enforcement and Consequences**

No one, minor or adult, has the right to use public property to commit crimes. At the same time, no policy can ensure that crimes will never be committed. If customers are found to be accessing materials that may be, at the discretion of the LIBRARY, obscene or illegal, they will first be asked to immediately cease the offensive behavior. Non-compliance will result in the individual's ejection from the library facility and they may be barred from future use of library resources.

#### **VII. Links from the LIBRARY's web site**

A 'link' (hypertext reference) from the LIBRARY's web pages to other sites does not imply endorsement of the views expressed at those sites. Staff, in keeping with the general policy guidelines described above and the Website Selection Criteria, is

responsible for the selection of the links. Links may provide access to local community information and services. In general, the LIBRARY does not link to individual businesses, although it may include such umbrella organizations as the Chambers of Commerce. Staff may also occasionally add links to highlight particular issues or subjects that staff believes to be of interest or entertainment value to customers. Such links may be changed frequently or infrequently as may be deemed most appropriate.

**VIII. Public Access Guidelines for Workstation Usage**

1. Any person, regardless of age or residency, may have free access to the electronic resources at any of the LIBRARY facilities. This is on a first-come, first served as controlled by the PC reservation software.
2. Basic training and assistance on using electronic resources is available, as time and staffing permit, through free computer and Internet classes offered at selected libraries.
3. Printers will be available at each library location for the convenience of those using electronic resources. A fee will be charged for each printed page.
4. Users may save information to disks they own where that is technically possible, or may email information as appropriate to their personal email address. The LIBRARY is not responsible for loss or damage to save data, disks, files or hardware.
5. Use of the Internet computers is set for time limits as posted at different sites. This time limit may be extended if no one else is waiting to use the computer.
6. Wireless Internet connections for personal laptops are not available at all LIBRARY locations due to budgetary issues. Where wireless access is available for customer laptops, the stipulations of the policy entitled "Wireless Access at Aurora Public Libraries" apply.
7. Internet computers in the youth service areas of designated libraries are restricted to use by children or teens, or by those assisting children or teens. This restriction is in effect during all hours of library operation and is clearly posted on youth computers in such libraries. The LIBRARY reserves the right to ask any person who is not complying with posted restrictions to stop using the computer. If that person does not comply, staff may ask that individual to leave the facility.
8. All customers are expected to behave in a civil and appropriate manner in the library. The display of visual material that is sexual in nature or that might be considered immediately offensive to others constitutes rude behavior in many circumstances. In such circumstances, at the discretion of staff upon assessment of the individual situation, customers will be asked to cease such behavior. If they do not, they may be ejected from the library and risk the loss of future library privileges.

APPROVED BY \_\_\_\_\_  
Tom Nicholas, Director

DATE \_\_\_\_\_

CHAIR, LIBRARY BOARD \_\_\_\_\_

Approved by Jack Byron, Assistant City Attorney, January 2008