



## EAGLE MOUNTAIN PUBLIC LIBRARY ACCESS TO ELECTRONIC INFORMATION

### PURPOSE

In offering access to electronic information sources, such as the Internet, on-line databases, and CD-ROM sources, it is the purpose of the Eagle Mountain Public Library to expand the range of tools available to citizens seeking to satisfy their information needs. At the same time, the Library recognizes that electronic information sources are powerful and dynamic and evolve quickly both in scope and content. The Library also recognizes that the nature of electronic information sources makes it extremely difficult to subject information accessed electronically to the same types and levels of scrutiny used to select traditional information sources and materials for the Library. However, given that the information accessed at the Library does flow into a public space, through publicly owned equipment, the Library does not abandon completely its obligation to set limits on the use of these resources and to respond to issues related to their use within the context of other library policies, procedures, and practices.

It is the intention of this policy to provide equitable access to electronic information sources to as many library users as possible while guaranteeing the security of the Eagle Mountain Public Library computer systems. It is also the intention of this policy to place the use of electronic information sources within the context of the Library's mission, its service goals and plans, its commitment to meeting the information needs of individual patrons, and its role as an agency of Eagle Mountain City government. The library's policy shall be developed under the direction of the library board and Library Director.

In adopting these policies, the Eagle Mountain Public Library recognizes that access to electronic information is a field that evolves on an almost daily basis. Therefore, it is also recognized that the issues addressed in these policies may need to be revisited frequently as changes in technology, patron expectations and needs, software and relevant laws so dictate.

### POLICIES

1. Electronic information sources are intended to complement other library sources in providing in-depth reference and information services. Patrons may use these sources to locate, retrieve and print publicly available information and non-public information access, which is purchased by the Library, e.g., certain proprietary databases. Secondly, the Library also permits some uses that have become common options for users of the Internet although these uses are not directly related to traditional library services. The library reserves the right to terminate the session, evict the patron, or suspend/terminate the library privileges of anyone who engages in unacceptable use or whose computer use disrupts library service, or violates library policies or procedures. \*

#### **\*Uses that violate or encourage others to violate the law.**

Transmitting of offensive or harassing messages; offering for sale or use any substance the possession of or use of which is prohibited by law; viewing, transmitting, or downloading pornographic material or materials that encourage others to violate the law;

downloading or transmitting confidential, trade secret information, or copyrighted materials. Even if materials on the networks are not marked with the copyright symbol, users should assume that all materials are protected unless there is explicit permission on the materials to use them.

**\*Uses that cause harm to others or damage to their property.**

Engaging in defamation (harming another's reputation by lies); uploading a worm, virus, "Trojan horse," "time bomb" or other harmful form of programming or vandalism; participating in "hacking" activities or any form of unauthorized access to other computers, networks, or information systems.

**\*Uses that jeopardize the security of access of the computer network or other networks on the Internet.**

Disclosing or sharing the user's password with others; impersonating another user; using one's own software programs on the library's computers; altering the library's computer settings; damaging or modifying computer equipment or software.

**\*Uses that compromise the safety and security of minors when using e-mail, chat rooms and other forms of direct electronic communications.**

Minors under age 17: Giving others private information about oneself or others, including credit card numbers and social security numbers; arranging a face-to-face meeting with someone one has "met" on the computer network or Internet without a parent's permission.

**\*Uses that intrude upon the rights of others:**

- Invading the privacy of others.
- Harassing other users or library staff.

2. Patrons are also prohibited from creating personal folders, bookmarks, system passwords, or other individualized files. The Library Board of Trustees delegates to the Director the authority to limit permitted uses on individual PCs as deemed necessary to accommodate a variety of patron needs and to maintain the Library's primary emphasis on the use of the Internet to access reference and information sources.
3. The Eagle Mountain Public Library has no direct control over the information accessed through the Internet. Therefore, everyone is responsible for the content of the searches he or she conducts, and parents are responsible for the use of Internet by their minor children. However, the Library does take measures, based on legal guidance and within the limits of available technology and of administrative capacity, to limit the opportunities for minors to access or be exposed to information, which may be harmful to minors due to sexual content, and to restrict minors from accessing materials that are obscene. Enforcement of these policies, consistent with the requirements of Utah Code Section 9-215 and State Rule 223-2, are based on guidelines and procedures defined by the Library Director. Methods of enforcement include but are not limited to patron education regarding policies, appropriate notification of patrons when violations occur, and limitation or suspension of privileges when violations are persistent. The Director will make the guidelines and procedures for enforcement of this policy available for public review. Patrons with concerns about this policy, the guidelines and procedures for its enforcement, or the staff's efforts to enforce the policy may direct comments, either verbally or in writing, to the staff, the Director, or the Library Board. Response to any expressed concerns may be made verbally or in a letter from the Director of the Library Board, depending on the nature of the problem being addressed.

In undertaking this effort, the Library remains cognizant of and promotes the right of adults to access information and conduct inquiries with as few limitations as possible consistent with the Library's mission, its operation as a public space, and its goals and objectives.

4. The library uses an Internet filter on all publicly accessible computers with Internet access that protects against uses which are illegal, which includes but is not limited to gambling or accessing pornographic materials, or to display in the library materials which may be harmful to minors due to sexual content, child pornography or obscene.
5. **Wireless Access:** The Library established wireless access to the Internet for laptop users to enhance and expand access to this important tool in the library. Laptop users with a wireless network connection can use the Library's wireless access to browse the Internet. Wireless users are expected to adhere to the Library's Internet Use Policy and violations of our policy will result in the loss of library and computer privileges. The Library does not monitor the use of the Internet by laptop users. Parents need to be aware that wireless access is free and unrestricted.

6. **Use of External Thumb Drives on Library Computers**

A "thumb drive" or "flash drive" is a piece of hardware that connects to a computer by use of a USB port. Patrons can store data on a thumb drive and carry this storage device from place to place. Thumb drives can be used on library computers with the following restrictions:

- Thumb drives can only be used for saving and retrieving files.
- Programs cannot be run from the thumb drive.
- No software can be installed or run from, or to support, the thumb drive.
- Only standard Windows compatible devices (those without special drivers) can be used.

In accordance with Eagle Mountain City policies, loading or downloading of files or computer programs is not permitted.

7. The Library imposes reasonable restrictions on the use of electronic information sources in order to facilitate equitable access by as many library users as possible and employs software to assist in the orderly management of Internet access. These limitations are defined in "Procedures for use of Electronic Information Sources," which may be modified as deemed necessary by the Library Director. The Library Director may also determine reasonable restrictions or accommodations in specific cases that may arise but are not addressed in either these policies or in the "Procedures." A library representative may disable an Internet filter protection measure at the request of an adult patron to enable access for research or other lawful purpose. The Internet filtering is always on in the case of a minor using the Internet.

## **PROCEDURES FOR USE OF ELECTRONIC INFORMATION SOURCES**

In order to facilitate use of the Library's electronic information sources, and advance the Library's interest in providing equitable access to these sources by as many library users as possible, while guaranteeing the security of the Eagle Mountain Public Library computer systems, the following procedures will be followed:

1. Patrons will have the opportunity to read and review policies and procedures for electronic information sources and will be presumed to have read and agreed to abide by them before proceeding to use such sources. Signage will also clearly indicate that a complete copy of the Library's policies and procedures is available for review upon request.
2. The Library will establish time limits for use of electronic information sources in accordance with demand. The system of time limits employed may vary by the differing number of computers available for public access. Patrons are expected to abide by the time limits, and to end their use of such sources as required by the staff once their allotted time has expired. The Library may employ software to assist in the orderly management of Internet access, which may include time- management software requiring entry of a patron barcode to initiate access. If such software is employed, methods will also be implemented to assure that all members of the public have access to the Internet whether they are cardholders. A guest pass will be available to those without a library card with proper identification.
3. The Library limits the range of uses available on all public access computers. The Library provides patrons with public access PCs that contain content-limiting software as a means of increasing the individual patron's comfort in accessing the Internet.
4. Patrons may print from electronic information sources at a price-per-sheet equal to the amount charged for photocopies.
5. Only staff members may load and unload electronic information sources. All sources, the Library will own software and computer accessories loaded into library equipment.

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