

INTERNET ACCESS POLICY

The Heartland Regional Library System endeavors to develop collections, resources, and services in a variety of formats to meet the cultural, informational, and the educational needs of our communities. In response to advances in technology and the changing needs of the community, the Library System offers public access to the Internet and certain other electronic information systems. These provide a vast array of tools and resources for patrons of different age levels and with differing points of view. Internet access is intended for the purposes of information gathering and research.

This Library System uses electronic information for a variety of purposes:

- Access to shared automation systems that provide bibliographic access to collections of some other libraries as well as those of Heartland's own system
- Access to shared automation systems that provide circulation systems for Heartland service centers
- Access to information resources available via the Internet
- Access to general and specialized shared, licensed databases available to Missouri libraries which participate in the R.E.A.L. program

Internet Service Restrictions

All Internet resources accessible through the Library are provided equally to all library users in accordance with applicable laws and this acceptable use policy. It is the policy of the Heartland Regional Library Board, based on (1) their consensus of accepted community standards and (2) the fact that all public use computer displays are readily visible to any on-site library patrons, including minors, that Internet access will be filtered on all public use computers in the Heartland system to the level of restriction required by the Children's Internet Protection Act (CIPA) for the safety of minors. In essence, visual depictions that are pornographic, obscene, or child pornography will be filtered by a technology protection measure on all public use computers. No content filter is 100% effective.

Responsibilities of the User

Parents, guardians, or other caregivers are responsible for the Internet material selected and/or accessed by the children in their charge. All caregivers are advised to monitor their children's Internet sessions. Heartland Regional Library System cannot act in place of or in the absence of parents and is not responsible for enforcing any restrictions that a parent or guardian may place on a minor's use of the Internet or other computer resources. Parents or other designated caregivers are the only ones who may restrict their children and only their children from all Internet access.

Rules for Public Use Computers

- Only one patron at a time may be on or at a computer, except a parent/guardian with a child.
- Nothing may be downloaded to the hard drive.
- No talking or discussion is permitted between computer users that might disturb other library patrons or staff.
- Public use computers are visible to all library patrons, including children. Inappropriate material, including sexual activity, nudity, violence, or profanity must not be displayed on public use computer screens.
- No loud talking or disruptive behavior will be allowed.
- No cussing, swearing, or profanity will be allowed.
- Computers and other library equipment must always be treated with care and respect.
- Problems with any equipment will be immediately reported to library staff.
- When a patron is told by library staff their time is up on a computer, they must immediately close any programs they have open and leave the computer.

Computer activity will be monitored by library staff to ensure appropriate use. Patrons not in compliance will be asked to terminate their use of the computer and/or to vacate the library. Determinations of noncompliance with these rules will be solely at the discretion of library staff.

Acceptable Use

All users of the library's computer resources, staff members, and patrons, are expected to use these resources correctly and only for lawful and ethical purposes. Computer resources may therefore not be used for the following purposes:

- Alteration of software configurations or unauthorized installation of software
- Violation of any applicable federal, state, or local laws, ordinances, rules, or regulations
- Harassment of other persons or parties
- Libel or slander of other persons or parties
- Destruction of or damage to equipment, software, or data belonging to the library
- Gaining or attempting to gain unauthorized access to any computing information or communications devices or resources
- Disruption or unauthorized monitoring of electronic communications
- Unauthorized copying of copyrighted or other protected material
- Violation of computer system security
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others
- Use of computer communications facilities in ways that unnecessarily impede the computing activities of others
- Violation of software license agreements

- Violation of network usage policies and regulations
- Violation of another person's or party's privacy

Any and all other matters which the library, in its sole discretion and in consideration of the best interest of the public, determines to be an unacceptable purpose. Violators of acceptable use may lose library privileges. Any issues not covered here may fall under general library policy.

Disclaimer

The Library System has no control over information available through the Internet and cannot be held responsible for its content. The accuracy of information offered through the Internet is the responsibility of each originator or producer of information. Internet resources are not subject to the selection criteria of the library.

The Library System assumes no responsibility for any direct, indirect, or consequential damages arising from the use of its connection to Internet or other services or from the use of the information obtained through this connection. The library cannot guarantee confidentiality for users on the Internet. In addition, these are public computers and subject to monitoring by library staff for compliance with CIPA and this acceptable use policy.

The Library System cannot guarantee availability of information links on the Internet which change rapidly and unpredictably.

Use of Computer Workstations

The Library System has developed certain procedures to assist staff and patrons in the use of electronic information resources. Specific procedures may vary by library service center location. Such procedures may include but are not limited to the following:

- Establishing and enforcing time limits in order to allow adequate use of computer resources by the maximum number of users.
- Cost recovery for printouts.
- Specific instructions concerning downloading including compliance with virus protection measures.
- Prohibiting use of personal software on library computer equipment.
- Asking a patron to relinquish a workstation temporarily when, in the judgment of the staff member on duty and within library policies, another patron, or staff member has a more critical need to use the workstation.
- Asking a patron to relinquish a workstation when, in the judgment of the staff member on duty, that patron has violated library policy.
- Requiring users to sign in at the circulation desk.
- Requiring users to use paper provided by the library.
- Prohibiting users from installing software programs on the library computers.

- Prohibiting users from changing configurations, software settings, Windows setups, icons, etc.
- Requiring users to immediately report to staff any problems.
- Prohibiting users from downloading information from computer products onto their own external devices.

Library staff will provide as much assistance to patrons in the use of electronic information resources as time and staff knowledge permits. However, staff cannot provide in-depth training in Internet computer jargon or personal computer use.

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It is not possible for the Library to apply the same selection criteria to information available on the Internet as it does to resources within the Library's collection. Therefore, the Library System assumes no responsibility for resources available on the Internet. Users are encouraged to exercise care in their selection of information resources. The Library cannot guarantee confidentiality on the Internet.

The library system cannot guarantee availability of information links on the Internet which change rapidly and unpredictably. There are many reasons, among them:

- There are too many visitors to a particular Internet site and the host computer has closed or limited access to its location.
- The database or resource is licensed to a particular institution, in which case the user would need to be affiliated with that institution in order to get access.
- The host computer has changed its address or has closed down.
- The host computer may be off-line due to technical difficulties or for maintenance.
- The Library System's connection to the Internet may be temporarily inoperable due to technical difficulties.
- Information at a site may have been deleted even though the name and location of the site is still visible on the Internet.

The Library System is not responsible for any damage, loss of data, or liability that may occur from patron use of the Library computers or electronic resources.

Not all sources on the Internet provide accurate, complete, or current information.