

10. INTERNET POLICY

San Bernardino Public Library (SBPL) Users (“Users”) are expected to act in a responsible, ethical and legal manner. The following rules comply with requirements to obtain government funding (E-Rate regulations) which require that because of the Children Internet Protection Act (CIPA) that an Internet filtering program has been installed on all public computers.

10.1. Internet Public Access & Wireless Policy

10.1.1. Library Computers

10.1.1.1. Library Users who use Internet computers in-library are required to sign the Internet Public Access & Wireless Policy electronically. For Users that are between the ages 12 and 17, the minor must sign the Internet Public Access & Wireless Policy along with a parent, custodial parent, or guardian’s signature, witnessed by a Library staff member since they can use the Internet without a parent, custodial parent or guardian is present. Minors age 11 and younger may use the Internet with only the signature of the parent, custodial parent, or guardian since minors age 11 and younger must be accompanied by a parent, custodial parent, or guardian being present while using the internet. A separate form may be required at each Library site.

10.1.1.2. Patrons must have their Library card in “good standing” and activated for public computer usage at any of our libraries. If a patron is blocked from checking out materials for owing at least \$5.00 in fines, he/she won’t be able to access the public computers. Patrons need to have their library card number if they want to use computers. Due to limited staff resources and patrons needing to be responsible for their library cards, Library staff cannot look up a patron’s library card number.

10.1.1.3. Patrons may only access the computers with their San Bernardino Public Library card. Use of a library card that belongs to another person IS NOT ALLOWED and may result in the loss of Internet use for both patrons.

10.1.1.4. Non-resident visitors may apply for a 1-day pass.

- 10.1.1.5.** Use of all public access computers is on a first-come, first-served basis. Patrons may log in to an available computer with their library card number using the last 4 digits of their library card number as their log-in password.
- 10.1.1.6.** Patrons may use the public computers for up to three non-consecutive hours. After a patron has reached the 3-hour maximum time limit, the computer will not allow the patrons any additional access. These daily figures are also totaled whether computers are used at the Feldheym Central Library, Inghram, Villaseñor, or Rowe branches.
- 10.1.1.7.** Patrons may use SBPL computers for a session of 90-minutes maximum for a total of 3-hours per day.
- 10.1.1.8.** The computer gives three warnings to users at 15, 10, and 5 minutes left in the user's 1-hour long session before it will log them out. If patrons finish before their session is over, they should close the browser by clicking the "X" in the upper-right hand corner of the monitor and then click "End Session" in the lower right-hand corner to log out.
- 10.1.1.9.** After that session is over, patrons may not log in for another session for at least 90 minutes to allow other patrons an opportunity to use the public computers. Patrons are responsible for knowing when they are eligible to log on to the computers again as the staff doesn't look it up.
- 10.1.1.10.** Computers in the lab will shut themselves down 30 minutes before the library closes and computers on the first floor and branches will shut down 15 minutes before the library closes. Patrons should receive warnings at 15, 10, and 5 minutes before the computers shut down.
- 10.1.1.11.** Patrons doing word processing should save their work to a flash drive. They may bring in a flash drive or purchase one at the circulation desk. Work must be saved to the flash drive and/or printed before the 1-hour session expires. Although it appears that the computers will let you save to the hard drive, the files will not be saved. Assistance to save and print is

available from staff. Library staff assumes no responsibility for forgotten flash drives.

- 10.1.1.12.** Attaching personal hardware to Library workstations, except for a flash drive or a data storage device, is not allowed. A single phone may only be charged using a USB port on the front of the workstation while a patron is currently logged in to the workstation. Software programs not already available on the computers cannot be run, loaded, or otherwise be added. Library computers will not support USB3 flash drives that try to install software for them to work since library computers will not let outside software be installed.
- 10.1.1.13.** Patrons may bring in their headphones to use or headphones can also be purchased at the circulation desks.
- 10.1.1.14.** Patrons should not leave workstations unattended except in circumstances when they need to print. Patrons are strongly encouraged to use the lock computer option should they need to leave the workstation.
- 10.1.1.15.** Printing is 15 cents per page for black/white or 75 cents per page for color. No personal paper or envelopes of any kind may be used in library printers.
- 10.1.1.16.** Patrons must do their work. Patrons likely to need assistance are encouraged to use Feldheim's computer lab when it is open where staff can provide basic assistance on the computer programs and refer patrons to print and electronic materials that may be helpful, as time permits. Staff cannot provide detailed help or individual instruction on the use of individual computer programs. The library offers free beginning computer classes. Information about these classes can be found on printed flyers, on the library website, and from staff.
- 10.1.1.17.** Patrons are asked to notify a library staff member immediately if they experience a problem with the computer or printer.
- 10.1.1.18.** Patrons must not step into any "Staff Only" area.

10.1.1.19. The workstations are designed for individual study and research. In situations where there is one-on-one instruction, for example, a parent with a child or a tutor and children or two people working on a project, two people may be permitted at a workstation if a chair is available from the waiting area that doesn't interfere with the flow of traffic around the PCs.

10.2. Internet Use Guidelines

- 10.2.1.** The Internet is essentially an unregulated worldwide computer network. The Library has no control over what files and information are posted on the Internet and is not responsible for materials found on the Internet, nor can it restrict access to information that may be inaccurate, indecent, vulgar, obscene, violent, racist, or otherwise offensive. Access, use, or dissemination of information via the Internet in the Library is the responsibility of the User. In the case of minors, it is a joint responsibility of the User and the parent or legal guardian.
- 10.2.2.** For purposes of complying with State and Federal law, the User shall not make, create, solicit or initiate the transmission of obscene material or child pornography; display harmful, offensive, indecent, or obscene text or graphics when minors are present; and shall not leave workstations unattended whereby minors can purposely or inadvertently be exposed to harmful, offensive, indecent or obscene materials.
- 10.2.3.** In the case of minors using the Internet, as with their use of any other Library materials, parents or legal guardians are expected to guide and supervise their children's use by selecting material that is consistent with their values. All patrons are reminded not to disclose, use, and/or disseminate personal information regarding a minor or any other person. Parents or legal guardians must caution their minor children about which personal facts are not to be shared on the Internet when using electronic mail and other forms of direct electronic communications.
- 10.2.4.** Minors and all other Users are hereby advised that use of the Library's computers or Internet access for practices including, but not limited to, unauthorized use of computer accounts hacking into the library computer system or any other computer system is strictly prohibited. Harassing or infringing on any patron's use of a computer workstation, or violation of another person's privacy is also strictly prohibited.

- 10.2.5.** The workstations in the Children's area may have limited access to the Internet. Only children ages 11 and under may access computers in the Children's room and need to be supervised by a parent or guardian. The Library is not responsible for any harmful, violent, offensive, indecent or obscene materials that may be accessed accidentally despite these limitations.
- 10.2.6.** Users should not for any illegal purpose including, but not limited to violating copyright laws, intellectual property, or software licensing agreements. The Library is not responsible for an individual's violation of copyright laws regarding material found on the Internet.
- 10.2.7.** Not all Internet databases are free. The Library is not responsible for any fees or charges incurred by the User.
- 10.2.8.** SBPL makes no warranties of any kind, whether expressed or implied, for the Internet service. The Library will not be responsible for any delays suffered while on the system. These damages include loss of data as a result of delays or service interruptions caused by the system or the patron's errors or omissions. The Library has no control over access to the Internet provider.
- 10.2.9.** The Library reserves the right to terminate computer or wireless network access at any time and without prior notice.
- 10.2.10.** If a patron wants the Library to review a website that they believe they should be able to access, according to our policy, they can fill out a "Request to Review Website" form, and staff will review it as their time permits.
- 10.2.11.** The Library may also change the way that the Internet is accessed or change usage policies. Significant changes will be posted in advance.

Waiver and Release

The User hereby waives and releases the San Bernardino Public Library, its Board, Administration, its employees, and agents from any claims, liabilities, losses, damages, injuries, attorneys' fees, expenses, and costs of whatever kind and nature incurred by the User or the User's minor child arising out of, attributable to, or relating directly or indirectly to the User's or the User's minor child's use of the Library's Internet workstations or wireless Internet access.

Consent and Waiver

By signing this Consent and Waiver the User agrees to abide by the rules and restrictions specified in the Internet Public Access and Wireless Policy. Unacceptable uses of the Internet as defined in this policy will result in the suspension or revocation of Internet privileges. Any suspension or revocation of Internet privileges at any San Bernardino Public Library facility will be effective at all San Bernardino Public Library facilities. A patron may appeal to the Library Board of Trustees by asking the Library Director to place his/her request on the next possible agenda for the Library Board of Trustees.

Name _____ **Staff Initials** _____
Please Print

Signed _____ **Date** _____

Patron Barcode _____ **California DL/ID** _____

As Parent, Custodial Parent or Guardian of _____ I have read the Internet Public Access & Wireless Policy. I understand that San Bernardino Public Library is unable to restrict access to controversial materials that may be on the Internet, and I will not hold San Bernardino Public Library responsible for materials acquired on the Internet.

I fully understand the use of a library card that belongs to another person may result in the loss of internet use for both patrons. Users will not lend out his or her card to other users trying to circumvent the Library Internet Access Policy or to gain more internet time. User can only use **HIS OR HER OWN CARD.**

Name _____ **Date** _____
Please Print

Signed _____ **Date** _____

Date Last Revised: ~~1/95, 10/99, 3/01, 4/12/01, 8/08/02, 10/11/06, 1/10/08, 2/14/08, 09/10/15, 10/9/18 10/8/19,~~ and 12/10/19.

10.3. Wireless Network Access

- 10.3.1.** SBPL is a provider of free wireless access. Individuals who utilize the Library's wireless network are expected to comply with the SBPL's Internet Public Access & Wireless Policy, which is available at www.sbpl.org.
- 10.3.2.** Printing is not available via the wireless network.
- 10.3.3.** Due to the wide variance of computer software and technology, staff cannot help in the setup, use, or installation of software on a personal device. If a patron is having problems accessing the Library's wireless network, the patron should contact the manufacturer of the personal device.
- 10.3.4.** The Library will not be responsible for a personal device's configuration, files, programs, etc., that become disabled, damaged, or infected after accessing the Library's wireless network or for any damage caused to a personal device's hardware due to electrical surges, security issues, computer hacking, etc.
- 10.3.5.** The Library will not be responsible for stolen equipment; patrons should keep their equipment with them at all times.
- 10.3.6.** The Library's wireless network is unencrypted and unsecured and use of the Library's wireless network is done at the patron's own risk.