

## COMPUTER POLICY

It is the responsibility of the Patron to read and accept the **ENTIRE** Computer Policy stated below prior to using the Library's computers. **By using any Library computer the patron agrees that he/she has read and understands the Policy and agrees to all of the terms contained therein.** Any user who fails to comply with this **Computer Policy** will be subject to the discipline described under the **Patron Conduct Policy** (found in Part II of the Manual on page 8 ).

### A. TERMS OF USE

1. In order to provide equitable access for users of its computers and the Internet, the Library sets time limits for computer usage through an automated PC sign-up and time management system.
2. To use full-service public-access computers, **ALL** patrons must have one of the following:
  - a. A **valid Morristown-Hamblen Library card**. A valid card is one that has not expired, has no delinquent materials checked out, and has a total of fines less than \$5.00.
  - b. A **Public-Computer-Use-Only card** is for non-residents, guests, and others ineligible for a full membership card. This limited-access card is strictly for computer use and cannot be used to check out materials. These cards are available for a fee. (A schedule of all Library fees can be found in the Appendix and is also posted in appropriate places in the library.)
3. Users **must** have their library or guest card each time they wish to use a full-service computer. Photo ID is not acceptable. Library staff will not search the database for patrons without their library cards. Replacement library cards are available for a fee at the main circulation desk.
4. All computers are on a first-come, first-served basis. The Library does not make advance reservations.
5. Full-service computers may be used for one session each day for a maximum of one hour. Additional time(s) may be granted based on availability and staff discretion. Requests for additional time must be made at least fifteen (15) minutes before the allotted time expires.

6. The Library has **one 15-minute Express computer** for e-mail and other short Internet uses. Patrons may use this computer once per hour, up to 4 times per day, with a valid library card or guest card. A guest may also use the Express Computer by showing a valid Photo ID to library staff.
7. Adults and teenagers aged 14 and over must use the computers on the main floor. Children aged 13 and under will use the computers in the Children's Library. Exceptions to this age policy may be made for reasons deemed acceptable by Library staff. (Please see the **Computer Usage Policy** posted in the Children's Library.)
8. The Library uses technology protection measures, as required by the federal Children's Internet Protection Act. The Library reserves the right to implement additional software and/or hardware mechanisms to protect Library computers from malicious software, codes, or other electronic agents that may interfere with the proper functioning of individual computers or the library network.
9. As with all library resources, the Library affirms the right and responsibilities of parents, grandparents, or guardians – NOT the Library staff – to determine and monitor their children's use of the Internet. The staff cannot and will not act "*in loco parentis*" to monitor a juvenile's access to the Internet except within the parameters stated in the Computer Policy posted at the computer sign-in point.
10. No more than two (2) people may share a computer at the same time. The patron logging on with his/her library card must be the primary user. Transferring library cards will not be allowed.
11. Library staff will assist patrons with the Internet and other computer use as time and knowledge permits. Staff members are not to be expected to provide personal assistance or tutoring.
12. Copies may be made on computer printers for a fee. (Fee list found in the Appendix and posted in appropriate places in the Library) Failure to pay for copies can result in the suspension of computer privileges.
13. Patrons are required to use only the software available on the library computers. **Nothing** can be copied to the Library computers.
14. Use of personal memory devices is acceptable for copying documents and information from the Library computers. (Some types of memory devices are available for sale in the Library, the charges for which can be found in the **Appendix** and posted in appropriate places in the library.) The library is not responsible for any damage that might occur to a patron's personal device and cannot guarantee that all portable devices will work with Library computers.
15. Any actions that cause disruption to the normal operations and use of the Library by others, that cause damage to computer software or equipment, or that result in the

invasion of privacy or harassment of others will not be allowed. The Library's **Patron Conduct Policy** (found in Part II of the Manual on page 8 ) and pertinent state, federal, and local laws ([www.lexisnexis.com/hottopics.tncode](http://www.lexisnexis.com/hottopics.tncode)) apply to all Library computer users. Any illegal actions will be reported to the appropriate law enforcement authorities.

## B. WIRELESS INTERNET POLICY

1. The library provides free wireless **unfiltered** access points at the main library for public Internet access. These access points will allow users to connect to the Internet from their laptop computers when sitting within range of the access points.
2. Users are responsible for configuring their own equipment. The library does not provide technical support for establishing or maintaining a connection nor equipment configurations. The library is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the library's wireless connection.
3. Wireless users agree to abide by the Library's Internet Policy while using the Library's wireless network.
4. Users may not display visually disturbing material on screens visible to other patrons. Sound should not be audible to other patrons. Users shall refrain from the use of visuals and sounds which disrupt the ability of other Library patrons or the staff to use the Library and its resources.
5. The Library is not responsible for any personal information (e.g., credit card) that is compromised, or for any damage caused to hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users are individually responsible for maintaining up-to-date virus protection on personal laptop computers or wireless devices.
6. Printing to library printers is not available from wireless connections.
7. The wireless network is configured separately from the Library's wired public-access computer network, and is offered without any guarantee of service. While every effort will be made to render the wireless network functional and useful, the Library reserves the right to make any restrictions necessary to make maintenance and support of the wireless network manageable and practical, including but not limited to the use of passwords, filtering, limits on the number of simultaneous users, and the prohibition of certain technologies and Internet features and functions.