



## Computer and WiFi Use Policy

### Purpose

To set forth the conditions, procedures and responsibilities for use of the library's computers by the public. To set forth the conditions, procedures and responsibilities for public access to the Library's Internet services. To outline the consequences for inappropriate or illegal use of the Library's computers and Internet networks.

### Policy

#### A. General Computer Use

Library computers are available for use by all library customers for educational, research and information purposes. Customers are encouraged to use library computers and internet services to:

- Conduct research
- Complete homework assignments
- Develop and practice computer skills
- Improve literacy skills
- Learn new languages
- Send and receive e-mail

Computer and WiFi users with special needs should check in with a staff person to see if those needs can be accommodated. PCPL will make every effort to reasonably accommodate a customer's special needs. Advanced notice of a special need is appreciated.

Customer use of PCPL computers is limited to the existing equipment and software. Customers may not, under any circumstances:

- Delete any existing software programs;

- Modify or alter any hard-drive settings;
- Save personal files to the PCPL computers or computer systems; and
- Introduce any virus, worm, spyware, Trojan horses or other program designed to harm the library equipment or software, or in any way compromise the safety and security of the library's computers or computer system or computer users.

Customers may not use PCPL computers for the commission of harmful or illegal activities, including, but not limited to, the following:

- Hacking into any system;
- Introducing any virus, worm, spyware, Trojan horses or other program or code into any computer, computer system, software or disks;
- Any activities intended to aid in identity or credit card theft;
- Engaging in any activities or access any material involving the sexual exploitation of minors, child pornography, or the luring of children;
- Viewing materials that are harmful to minors, when children are present;
- Violating federal copyright laws by making unauthorized copies of copyrighted or licensed software, data or publications on the Internet;
- Violate federal, state or local law or PCPL policy;
- Participating in or committing telecommunications fraud;
- Engaging in any act that constitutes a criminal offense under federal, state, or local laws or regulations; and,
- Any activities which will damage, disable, vandalize or otherwise harm computer equipment, hardware or software.

The computers are provided to library customers as an important service. Customers assume all risks when using the public computers made available by PCPL. PCPL does not guarantee that any computer system or software will function flawlessly. PCPL does not support access to all on-line service providers or websites. The library computers will not be reconfigured to gain access to any specific Internet Service provider. Library staff members may not always be available to assist customers in entering into any agreements for e-mail or other on-line services.

Reservations may be made to use library computers. The length of time for which a computer may be reserved is dependent upon the procedures established by the branch librarian and is based on available resources, as well as demand. The Library does not have the ability to reserve WiFi access.

## B. Internet Use

Access to the Internet is provided as an integral part of the Library's research, education, and information services. All customers are expected to use the Internet in a manner consistent with these purposes and with respect and consideration of other library users.

To the extent possible under applicable state and federal laws, PCPL upholds and affirms the right of adults to have access to constitutionally-protected materials. Therefore, the PCPL designed the Internet filter policy to meet these important legal and ethical obligations.

PCPL respects the rights and responsibilities of parents or guardians in determining and monitoring the use of the Internet by children under the age of 18. Library staff members are not responsible for monitoring a child's use of the Internet.

Each customer must carefully consider what information he or she chooses to enter, write or send on library computers or via the library's WiFi network. Viruses and malicious code can be transferred via the Internet, despite virus protection and other security software. No encryption software is installed.

PCPL does not provide virus protection, encryption or other security for WiFi connections. Customers that chose to use the library WiFi connection are advised to install current anti-virus and firewall software on their personal computers. Due to the wide variety of personal computers, personal computer equipment and setting, library staff will not configure personal computer equipment.

Any Internet site or service that requires the user to provide personal information may not be safe. A customer who chooses to enter personal information, such as the following, does so at his or her own risk:

- Name or alias
- Social Security number
- Address
- Cell or landline telephone numbers
- E-mail address
- Credit card number
- Bank account numbers or other financial information
- Personal photographs
- Any other personal information

By using library Internet services, a customer accepts full responsibility for and acknowledges that he or she may:

- Encounter text, images or sound that he or she may find offensive or disturbing;
- Retrieve or use inaccurate or incomplete information;
- Introduce a virus, worm or other potentially harmful program or code into his or her software, storage media or computer equipment;

- Damage his or her personal software, storage media or computer equipment; or,
- Provide information that leads to identity theft or other criminal activity

## Disclaimer

Use of PCPL computers, computer systems, computer programs and access of the Internet on PCPL computers or via the library's WiFi network, is strictly at the users own risk.

PCPL does not endorse, warrant, or advocate for any particular software application or Internet web-site.

PCPL advises computer and WiFi users that no filtering software is perfect. PCPL does not warrant or guarantee that Internet filters will block all content that is illegal, inappropriate for children or possibly offensive to some customers. Further, PCPL does not warrant or guarantee that Internet filters will allow access to some valuable resource materials that a customer may wish to view.

PCPL is not responsible for the accuracy, authority, timeliness or completeness of the information available on the Internet. However, a librarian can provide assistance in verifying such information.

PCPL takes no responsibility, and does not accept liability, for any direct or consequential harm to computer users, personal or library computer equipment, or other property that may result from use of PCPL computers or WiFi network.

PCPL takes no responsibility, and does not accept liability, for any of its customer's computer activities that violate federal law (including copyright infringement), state law, local law or PCPL policies. Further, PCPL does not accept liability for the any occurrences that result from calling local law enforcement when it appears that any of these laws or policies are being broken.

## Internet Filters

To protect personal freedoms and comply with federal law and Library District Policy, all initial access to the Internet on library computers or via the Library's WiFi network will be filtered. Filtering software is designed to look for key words and block access to Internet sites whose content appears to fit into a "blocked" category.

PCPL has developed three levels of filtering that are based on the customer's age. Age is indicated by the customer's library card and PIN which is required to log onto the Internet.

The only setting available to children under the age of 13, is the most restrictive. Filtered categories include: adult content, nudity, sex, illegal or questionable, violence and tasteless content.

The initial filtered setting for adults, and the only filtered setting available for youth between the ages of 13 and 18 is less restrictive. Only adult sexual content is filtered. Library staff may, however, identify and block sites based upon the library's collection selection criteria for young adults.

Library staff does not monitor any child's Internet use. Children and youth who use an adult's library card and PIN number will have the ability to disable the Internet filters. Parents and guardians are responsible for guiding and overseeing their children's exposure to and use of the Internet. More information is available to parents and guardians on Pima County Public Library's Kids Web under the heading Parents and Caregivers. The URL address for this website is [www.library.pima.gov/kidsweb/besafe.cfm](http://www.library.pima.gov/kidsweb/besafe.cfm).

Adults, 18 years of age or older, using library computers who do not wish to use the initial filtered setting, as described above, will have the ability to disable the Internet filters and may ask to have a specific site unblocked. Adults may not, however, view any sites illegal under federal or state law. Prohibited content includes, but is not limited to: content that is harmful to minors when minors are present, child pornography, and obscenity. Customers choosing unfiltered access to the Internet are responsible for complying with all federal, state and local laws and regulations.

WiFi Internet access is set at the most restrictive level. In order to access unfiltered access, customers may reserve a public computer. Customers may request that a site that is blocked on WiFi be reviewed and unblocked.

PCPL filtering software allows the unblocking or blocking of individual Internet sites. Customers may request that a site be blocked or unblocked by submitting a request on the Library's Contact Us form - <http://www.library.pima.gov/contact/contact.cfm>. The request will be honored as promptly as possible.

## Enforcement and Consequences

These rules will be enforced in a fair and reasonable manner. Library staff and security personnel will intervene to stop prohibited use of computer equipment and resources. Law enforcement will be contacted if any customer uses the library computer system for what appears to be unlawful.

Violation of this policy will result in suspension of computer and WiFi use privileges. For serious violations, PCPL may ask a customer to leave the library, suspend all library privileges or both. Any suspension of library and/or computer privileges will apply at all PCPL library branches.

Violation of copyright laws can result in severe civil and criminal penalties. Library customers who infringe on copyrighted material may have their computer and WiFi privileges suspended. Customers must, when in doubt about whether or not a use may infringe on a copyright, should ask the copyright owner for permission to use (or reproduce) the copyrighted material.

## Appeal

Suspension of library or computer use privileges may be appealed within ten (10) calendar days of the issuance of the suspension. A suspension will remain in effect unless and until overturned or modified by the Library Director after hearing.

A Request for Appeal and Hearing must be made in writing and state all of the facts and circumstances the customer intends to use during the appeal hearing. The Request for Appeal and Hearing must be mailed to:

Library Director  
Pima County Public Library  
101 N. Stone Avenue  
Tucson, AZ 85701

At the hearing, the Library Director may uphold the suspension as imposed, modify the terms of the suspension, or overrule the suspension. The Library Director's decision is final.