INF-4

INTERNET ACCESS AND PUBLIC COMPUTER SAFETY

Policy Statement:

The Manhattan Public Library provides access to the Internet at public access computers in the library to support its mission, connecting everyone to the online world of information and ideas. The library also offers free wireless Internet access within the library and at several remote locations.

Customers who use the library's computers or wireless network to access the Internet must abide by state and federal laws, particularly those ensuring the safety of minors, and follow the policies of the library.

Use of the library's computers or wireless network to access the Internet constitutes agreement with this policy.

Unacceptable use includes, but is not limited to:

- Accessing or exhibiting visual depictions that are child pornography, harmful to minors, or obscene as defined by the Kansas Children's Internet Protection Act (K.S.A. Supp. 2013 75-2589)
- Violating individual privacy rights, including unauthorized disclosure, use and dissemination of personal information regarding minors
- Sending harassing messages to other computer users
- Accessing or attempting to access secure data in an unauthorized manner
- Damaging or attempting to damage computer equipment or software
- Interfering with system operations, integrity, or security
- Violating copyright laws and software licensing agreements

A customer who is observed using a workstation in an unacceptable manner may be subject to:

- Immediate termination of the Internet session
- Suspension of computer use or other library privileges
- Notification of appropriate law enforcement officials
- Prosecution

Internet Safety

The library complies with both the Children's Internet Protection Act (CIPA), and the Kansas Children's Internet Protection Act (KS-CIPA). KS-CIPA requires that any public library in Kansas that provides public access to a computer shall implement and enforce technology protection measures to ensure that no minor has access to visual depictions that are child pornography, harmful to minors, or obscene, and to ensure that no person

has access to visual depictions that are child pornography or obscene while using a public access computer.

Computers in the Children's Technology Zone are limited to children ages 15 and under. Parents are welcome to sit with their children to assist them.

A library employee may disable the technology protection measure if requested to do so by a library customer who is not a minor (age 18 or older), and the technology measure is only disabled in order to enable access for legitimate research or other lawful purposes.

Library staff monitor usage of the online computer network and access to the Internet through Internet filtering software, observations by staff, and other available means.

Customers who encounter websites which they believe should be blocked but which are not, may submit a written complaint to the library director and include the URL of the site in question. Library staff will examine the site and determine whether it should be blocked or unblocked.

Concerns about the enforcement of the policy and observed patron behavior should be submitted in writing to the library director.

The library shall inform patrons of the provisions of this policy, including standards used and procedures for complaint, by making the policy available on the website and in print on request.

Library Rights and Responsibilities

Library staff will not disclose customers' use of the library with respect to information sought or received via the Internet except pursuant to a valid court order or subpoena authorized under federal, state, or local law, or as a result of unacceptable use as described herein.

Library staff may establish limits on the length and number of sessions allowed. The library is not responsible for any unauthorized use or illegal activity conducted over the library's Internet connection or while using library equipment.

The library is not responsible for the loss of data, damage, or liability that may occur for files or programs downloaded from the Internet.

The library cannot guarantee that Internet filters will block offensive and/or illegal materials.

Policy Review

This policy will be reviewed at least once every three years by the Library Board of Trustees.

Procedures:

1. **Availability of Staff Assistance**
   Library staff will offer searching suggestions and answer basic questions. Staff will also direct users to manuals and guides available in the library, to attend library-sponsored programs about Internet use, or schedule time with a member of the Adult Services staff or the Technology Training Center for individual help.

   Library staff will assist customers by actively involving them in learning to use their personal laptops, tablets, eReaders, phones, and other devices. Library staff should handle customers' personal devices as little as possible.

2. **Downloading Files**
   Downloading of files to a memory card or USB flash drive is permissible. USB flash drives may be purchased at the Circulation Desk. Data cannot be stored on the hard drive or on the library's network.

3. **Restrictions, Age Limits and Parental Supervision**
   There are no age restrictions for Internet use in the library. Cards issued to adults 18 years of age and older allow the option for unfiltered Internet use. Cards issued to minors 17 years and younger restrict the user to filtered Internet use. Parents and guardians of minor children are responsible for their children's use of the Internet through the library. Parents are expected to monitor and supervise their children's access to the Internet; library staff cannot provide this supervision. Computers in the Children's Room are always filtered. Filters are not always 100% effective in blocking sites that may be offensive to any individual. They can also block desired and inoffensive material.

   Computers to accommodate persons with special needs are available by appointment (with staff assistance) in the Technology Training Center.

4. **Computer Usage Procedures**
   To use computers in the library, customers must have a current Manhattan Public Library card and be in good standing, with no outstanding fines or fees over $5.00 or lost items. Customers may not use multiple cards to extend time limits or gain access to additional free prints. Doing so may result in the loss of computer privileges.

   Customers who do not have a library card and wish to use a library computer may obtain a one-day Guest Pass at any service desk. A Guest Pass is intended for customers who are traveling through the area and who do not use Manhattan Public Library routinely. A Guest Pass may be issued to any customer regardless of age.

Customers enter their library card number and password or Guest Card number and password at the first available computer. If all computers are in use, customers sign up at one of three sign-up stations, located in the Children's Room, Adult Services Department, or Technology Center, to be put on a waiting list. The monitor at the sign up station will assign a computer station or put customers on a waiting list. Customers on a waiting list will be notified of an available computer on the display panel next to the sign-up station.

Once the system assigns a computer, customers have 5 minutes to log-on to that computer before the computer is released for another waiting customer.

5. Time Limits

Computer sessions are limited to 60 minutes when other customers are waiting. Users may log on for additional 60-minute sessions if no other customer is waiting. In the Children's Room, sessions are limited to 30 minutes.

Computer sessions on the Creation Station are limited to 4 hours. Users must first check in at the Technology Center Help Desk for log in instructions.

Express computer stations are available in the Technology Center for 15 minutes of use once a day per customer. This computer may not be used for games. A library card or visitor card is not required to use express stations.

The library does not reserve computers. They are available on a first-come first-served basis.

6. Printing

Customers with library cards are given .25 cents per day of free printing. The free printing allocation does not accumulate over time. Additional printouts from library computers are 10 cents per page for black and white, and 25 cents per page for color. The library cannot accommodate requests to print on special paper and printing is only available on the paper supplied by the library.

Customers print by depositing money on their library accounts or by using the coin and bill acceptors. They may deposit money on their library accounts either at the self-serve stations or by going to the circulation desk. The largest amount customers can deposit on their accounts is $10.00. Money deposited to customer accounts cannot be refunded and can only be used for printing. Guests must use the coin and bill acceptors to pay for prints. The machines give change. Coin and bill acceptors are available in the Technology Center and in Adult Services.

Mobile printing is available to customers and guests by clicking on the "Mobile Printing" link on the bottom of our website or by sending emails and attachments to specific email addresses. Costs for mobile printing are the same as printing documents from library computers. Print jobs are deleted from our system after 48 hours.

7. **Wireless Access**
Access to the wireless network (Wi-Fi) is provided without charge. Users of the service are advised that the library's wireless network is not secure. The library is not responsible for the corruption of personal equipment, device configurations, security or data files resulting from connection to the wireless network. Wireless Internet access is not filtered.

The library currently provides free Wi-Fi access at the following locations:
- Manhattan Public Library
- City Park Playground
- City Park Pool
- City Park Pavilion
- Douglass Community Center

To access the Wi-Fi, customers confirm acceptance of the Internet and Public Computer Use policy.

The library offers free wireless access as a privilege under its Internet and Public Computer Use policy. The policy states the terms of access and lists the responsibilities for using the service.

8. **Request for Modification of the Content Management Systems blocklist**
Internet content management systems or filters aren't perfect in blocking all Internet sites that are in conflict with federal law and Kansas law. Filters may block sites that are not in conflict with the laws.

Customers may request modification of the content filter's block list by completing a Content Filter Maintenance Form and giving the form to a staff member. Forms are available at public service desks. Forms will be collected by the Information Technology Manager, who will appoint an ad hoc committee from the staff to consider the site and set a deadline to review and recommend inclusion or exclusion from the block list. The process should not take more than two weeks.

The director will be informed of the committee's decision. The Information Technology Manager will inform the customer of the decision and will block, unblock, or maintain the status of the site according to the decision of the committee. If the person submitting the Content Filter Maintenance Form disagrees with the library's response to the request, an appeal can be made to the Board of Trustees in the form of a written letter.