

Computer and Internet Use Policy

The Joliet Public Library fundamentally believes in responsible stewardship of community resources. In order to best serve our community, the Joliet Public Library is guided by several core values, among them: the provision of convenient and reliable services that are responsive to diverse community interests; a dedication to our role as a child's first pathway to discovering the larger world; the opportunity for personal growth, enrichment, and education through the Library's programs, materials, and resources; a commitment to a professional, knowledgeable, and productive workforce; and technology that appropriately expands and enhances services.

The Joliet Public Library believes that all residents of Joliet should have access to a computer and/or the Internet when they desire or need to communicate with relatives, friends, businesses and other organizations; engage in activities related to work, job searches, education (formal and informal), and pursue hobbies and leisure time pursuits.

DESCRIPTION OF SERVICE

The Joliet Public Library maintains a variety of computer centers.

The Adult Services Departments at both our Ottawa Street and Black Road Branches provide unfiltered public internet computers, along with specialized research resources and productivity software, for use by patrons 18 years of age or older.

The Digital Media Studio at the Ottawa Street Branch provides specialized hardware and software to Joliet Public Library patrons in good standing, and in addition to being governed by this policy, is also covered more specifically with the Library's Digital Media Studio Policy.

The Youth Services Departments at the Ottawa Street and Black Road Branches provide filtered public internet computers, along with developmentally appropriate software for young patrons, for use by patrons under the age of 18, and their caregivers if the minor is present.

The Library affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to library materials and resources, including those available through the Internet. Internet filtering is imperfect and technologically limited, and it may block access to constitutionally protected material while failing to block material that is considered obscene, pornographic, or harmful to minors. Parents are encouraged to work closely with their children to select Internet sites which are consistent with their family's values and boundaries.

The Wi-Fi and hotspot service provided by Joliet Public Library is unfiltered. Anyone with a Wi-Fi enabled portable device may access Wi-Fi Internet service while visiting the library.

Guardians of children under 18 may give consent for their children to use computers and check out Wi-Fi hotspots with unfiltered Internet access.

Blocked sites are subject to review with patron input.

GENERAL COMPUTER AND INTERNET ACCESS GUIDELINES

Patrons with library cards in good standing from a public library in Illinois may use the Adult Computers (if over 18) and the Youth Computers (if under 18 or accompanying a child using the computers) for an initial 120 minute (2 hour) session. A patron's own library card will be required at each visit in order to log into the computer. Up to four 60 minute (1 hour) extensions will be permitted by staff, provided that computers are available.

Adults without a library card in good standing from a public library in Illinois, or who do not have a public library card, are permitted one 60 minute session per day. A current photo ID will be required of the adult at each visit. A single 60 minute (1 hour) extension will be permitted by staff, provided that computers are available.

Children under the age of 18 without a library card in good standing from a public library in Illinois, or who do not have a library card, may use the Youth Services computers for one 60 minute session per day. A single 60 minute (1 hour) extension will be permitted by staff, provided that computers are available. A current school identification card will be requested of, but not required for, children at each visit.

Patrons may not combine cards or make multiple reservations in order to lengthen computer sessions.

Reservations will be made for patrons when the computer areas are full.

All open computer sessions will end fifteen minutes before the library closes.

Black/white and color printing is available at both buildings for a fee. Poster printing is permitted to those with library cards in good standing from a public library in Illinois. 3D printing and T-shirt printing is limited to Joliet Public Library cardholders in good standing and by appointment with the Digital Media Studio staff, or for those attending Digital Media Studio programs that are showcasing these services.

Library staff members are trained to do basic computer troubleshooting. To enhance patrons' information literacy skills, the Library offers a continuing program of free computer classes, which includes instruction on using the Internet and other computer applications. One on one instructional sessions with our Adult Services Computer Lab staff is also available to be scheduled in advance, upon request.

LIMITS OF USE

Patrons are urged to remember that the Joliet Public Library is a shared environment that serves the needs of a diverse group of users, and we strive to balance the rights of users to access resources with the rights of users to work in a public environment free from harassing sounds and visuals.

In order to ensure an environment that promotes responsible and equitable use of library resources, the Library insists on the practice of cooperative computing. Users will:

- Respect the privacy of other users;
- Abide by the Rules of Conduct, Safety of Minors Policy, and all policies of Joliet Public Library;
- Refrain from using the Adult Computers if under 18, and the Youth Computers unless directly accompanying a child under the age of 18 who is using the computers or immediately nearby;
- Respect the space of others by keeping personal items to the limit of one's own workstation;
- Refrain from the use of sounds and visuals which might disrupt the ability of other library patrons to use the Library and its resources;
- Use only his or her own public library card, computer accounts, access codes, or network identification codes;
- Use only the applications and software already available on the network.

- Avoid overuse of bandwidth capacity;
- Use electronic information networks according to the strictures of Federal or State law, including copyright law;
- Refrain from destruction of, damage to, or unauthorized alteration of Library computer equipment, software, or network security procedures; and
- Refrain from installing software and hardware, and removing/detaching hardware or network cables, from any Library computer.
- External data storage devices, such as flash drives and external hard drives, are permitted.

Library staff members are prohibited from creating or accessing a user's personal email, banking, or otherwise private accounts on behalf of the user.

Library staff is not able to create, compose, proofread, edit or type documents or projects for patrons at any time.

The Library does not provide technical support for privately owned personal wireless devices. Use of any public access computer or wireless connection at the Joliet Public Library constitutes acceptance of this policy and related procedures.

Joliet Public Library staff reserves the right to request a picture ID to confirm ownership of a patron's library card.

In keeping with our general policies, Joliet Public Library protects a patron's right to privacy and confidentiality. The Library keeps confidential any information that resides on its computer network. The Library cannot guarantee users' privacy when using the Internet in the Library. Inadvertent viewing by others is possible.

The Library retains the right to monitor all activity conducted on Library premises for the purpose of ensuring compliance with Library rules and regulations. As part of normal system maintenance, network administrators will occasionally monitor system activity, but the Library does not reveal information about an individual's use of computer resources without a court order.

Patrons using the Internet to handle transactions of a personal nature, including banking, do so at their own risk.

Staff may take other measures to manage computer time, including (but not restricted to) reserving terminals for individuals or groups with specific usage needs.

Library staff is authorized to terminate any patron's session or suspend a patron's computer privileges if a patron fails to comply with this policy.

The Library supports intellectual freedom and the ALA interpretation of the Library Bill of Rights as it applies to Access to Electronic Information Services and Networks.

DAMAGES AND LIABILITY

Illegal activities or activities that interfere with or disrupt the network, users, services or equipment are prohibited and not protected by the Library's privacy policy.

The Library cardholder who uses the library's equipment and network will be considered the main user and will bear financial responsibility for the cost, repair, or replacement in the event of loss for any and all damage caused to the equipment or space beyond normal wear, and will be responsible for any misuse of the equipment. Equipment usage privileges may be revoked due to careless handling of library owned equipment.

The Library staff is not liable for any loss, damage or expense sustained by any user or equipment owned by the user due to the utilization of services, equipment, software, advice or information.

FAIR USE AND COPYRIGHT

Illegal downloading, file sharing and duplication: Computers and the Library network may not be used to illegally upload, download, or copy copyrighted materials including software, music, videos and graphics. This includes the use of online services that facilitate the unlicensed sharing of media files. Duplication of commercial CDs or DVDs is not permitted.

Scanning, digitization and media conversion: Concerns about copyright infringement extend to the use of equipment to duplicate copyright-protected documents and graphic materials. Each patron assumes all responsibility for observing copyright restrictions when using scanners in the library.

PROPER USE OF SHARED NETWORK ENVIRONMENT

For security and privacy, all computer storage is regularly erased and cannot be recovered. Equipment that uses removable media storage cards or has hard drives for media storage will be erased upon return and cannot be recovered.

Patrons are required to provide their own digital media storage for any desired files. These can include blank CDs, DVDs, flash drives, portable hard drives, smart phones, etc. Patron files that are left on the DMS computers will be deleted without prior notification to the patron. The Library is not responsible for any equipment or files left behind.

A suspension of privileges may be appealed in writing to the Executive Director or designee.