Section K
Computers and Internet Policy

Computer Use
The Newport News Public Library System has computers available to serve the educational, business, and recreational needs of the community. Various public access computer stations are available at the Libraries. Reservations may be required for use of some of the computers. Before each use of the computers, patrons must read and acknowledge a statement indicating that they have read and understand the Acceptable Internet Use policy. Patrons may lose their Library privileges for infractions of this policy, depending on the severity of the infraction. Patrons must have a valid Newport News Public Library System card in their own name and in good standing or purchase a Visitor’s Card in order to use the public computers. The Library card or other approved ID document must be presented if requested by Library staff before using the public computers. A parental/guardian signature is required for patrons under 18 years of age. All users will verify acceptance of the Computer/Internet policy as part of the sign on to the computer.

Out-of-state visitors may use any public computer with proper identification, such as a driver’s license, and purchase a Visitor’s Card.

The Newport News Public Library System is not responsible for damage to the user’s data storage devices or computer, or for any loss of data, damage, or liability that may be incurred from the patron’s use of the Library’s computers.

Internet Access
The Library is not responsible and cannot be held responsible for the variety of materials in a multitude of representations on the Internet.

Staff will assist patrons as time permits. However, the Library System cannot guarantee the sustained availability of third-party websites or that staff will be available to assist with complex searches.

Parents and guardians are responsible for the Internet information selected and/or accessed by their children. Parents are strongly encouraged to discuss the use of the Internet with their children and to monitor their children’s use of the Internet. Users under the age of 18 must have parental/guardian approval to use all computers, including those that provide Internet access.

Some Internet computers are provided for and limited to specific research topics.

Internet Filtering: Request for Unfiltered Access
The Library System will accommodate requests for unfiltered Internet access to website addresses by patrons and staff. Requests will be processed and completed within 48-72 hours. This period of time allows for the appropriate staff to respond and process the inquiry, including requests placed over weekend or holiday periods.

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Approved by: ___________________________ Date: ___________________________

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Acceptable Use Policy for Internet Access

Acceptable use of the City of Newport News Public Library System’s Internet access is subject to the laws, regulations and ordinances of the United States of America, the Commonwealth of Virginia, and the City of Newport News. Nothing contained herein shall be construed to refute, abridge, or otherwise negate the effect and full force of any such statute.

Access to the Internet as provided by the City of Newport News Public Library System imposes certain responsibilities, limitations, and obligations upon the recipient of that access. Acceptable use demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals’ rights to privacy, freedom from intimidation, harassment, and unwarranted intrusion. Any use of Library equipment to access material that deals with obscenity or child pornography is expressly prohibited.

Nothing in the foregoing shall limit the City of Newport News in prosecution of individuals or the attempt to recover damages including specific remedies contained in:

- The Privacy Protection Act of 1974
- The Privacy Protection Act of 1980
- The Computer Fraud and Abuse Act of 1986
- Statutes addressing the Interstate Transport of Stolen Property
- The Electronic Communications and Privacy Act
- The U.S. Copyright Act
- USA Patriot Act 2001
- The Virginia Computer Crimes Act

Unacceptable uses include but are not limited to, altering or attempting to alter Library computers or programs in any way (including Library set-up and files), violating or attempting to bypass security of the computer systems; violating copyrights, patent protection, or licensing agreements; unauthorized disclosure, use, and dissemination of personal information regarding minors; and accessing or attempting to access material that is obscene, contains child pornography, or is otherwise unlawful.

All publicly accessible computers with Internet access shall be equipped with a technology protection measure to filter or block Internet access through such computers to child pornography, obscenity, and, with respect to minors, materials deemed harmful to minors as defined by § 18.2-390 of the Code of Virginia. Such filtering measures shall remain in effect unless an adult patron has requested unfiltered Internet access for bona fide research or other lawful purpose.

Suspension of Use Privileges

A Library user who is suspended for violations of this policy shall also be suspended from using any other Internet access computer provided by the Library System at any location.

1. Any unacceptable use of Library equipment including but not limited to, altering or attempting to alter Library computers or programs in any way (including Library set-up and files), violating or attempting to bypass security of the computer systems; violating copyrights, patent protection, or...
licensing agreements; and accessing or attempting to access material that is obscene, deals with child pornography, or is otherwise unlawful shall result in suspension of use privileges.

2. Any abuse or misuse of the computer hardware or software shall result in suspension of use privileges. This includes copying Library software, the installation of unauthorized software, or changing Library established computer set-up programs.

3. Harassment of others or violation of their privacy will result in suspension of use privileges.

4. Suspension of use privileges for other reasons shall be as determined by the Library staff based on Newport News Public Library System policy or law.

Scheduling
1. The computers are available on a first-come, first-serve basis unless they have been previously reserved. Reservations are taken on designated computers at all branches. Main Street, Grissom and Bailey Libraries have express computers for walk-ins only (30-minute time limit). Some Libraries may have computers for one hour usage, walk-ins only. Patrons may sign up to use walk-in computers 30 minutes before they become available for use. Patrons may use the public use computers of the Library System for a total of no more than two hours per day.

2. Up to two hours a day may be reserved at one time on designated computers. Reserved time and time on any computer must include printing time, including on express computers (30 minutes) and computers for one-hour usage.

3. Reservations for computer time will be accepted up to one week in advance. Only one reservation will be taken at a time. The next reservation will be taken at the completion of the previous reservation.

4. Visitors may use any public computer with the purchase of a Visitors’ Card.

5. Computer users must state how much time they plan to use when they reserve the computer. This includes time for printing documents. The maximum daily time allotment for computer use (reserved or not) is two hours.

6. Reservations will not be held for more than fifteen minutes past the reserved starting time.

7. Healthy Family computers located in the children’s area are available on a first-come, first-served basis. No reservations will be taken on these computers. There is a one-hour time limit. An additional hour may be granted if there is not a waiting list.

8. Computers located in the children’s area are for use by juvenile patrons with a valid Library card.

9. Children under 9 years of age need to be supervised by a responsible caregiver. A “responsible caregiver” definition includes an individual who is a 16 year or older, and has a working relationship with the child or children, such as a parent, sibling, grandparent, or guardian, and who is present in the Library at the time of use.

Section K Computers and Internet Policy
Revision date: April 24, 2013

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Date: [MM/DD/YYYY]

Approved by: [Signature]
Date: [MM/DD/YYYY]
caregiver’ must be 9 years of age or older.

10. Computer availability may be affected by maintenance and scheduling issues.

11. Using another person’s card or card number to log onto computers will result in suspension of use privileges.

Software, viruses, assistance
1. The Library System shall provide selected software packages and print/copy services. The software provided is for business, educational, or recreational uses.

2. Patrons may not install their own software for use on Library computers. Data storage devices are available for purchase. Saving original data files on the Library System’s hardware is not permitted. Patrons saving information from any of the programs on the computer or the Internet may save to a portable storage device only. Library System is not responsible for items left in or at the public computers. Data storage devices found will be discarded after 24 hours.

3. Although the Library System uses a virus-checker on the Library’s computers, this does not protect users from the chance of getting a virus. Software downloaded from the Internet may contain viruses or other malicious software.

4. The Library System is not responsible for damage to the user’s devices, or for any loss of data, damage, or liability that may be incurred from the patron’s use of the Library’s computers.

5. The software provided by the Library System for public use is protected under U.S. Copyright Law. Patrons are forbidden to make copies of these programs for any reason or purpose. (Title 17 U.S. Code)

6. Only authorized software that has been purchased by the City may be used on Library computers.

7. Library staff provides limited assistance on using software and the Internet. Library materials about the Internet and different software programs are available in both the circulating and reference collections.

Supplies
1. Data storage devices may be purchased from the Library System or customers may provide their own compatible data storage device.

Patrons are invited to donate money to help cover the cost of supplies/maintenance. Donation boxes are available near the computers.

Listening Devices
Listening devices may be available for use with the computers. Patrons may bring their own listening devices.

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to use with the public computers or purchase ear buds from the computer lab.

**Materials Printed**
Libraries will hold copies for 24 hours, and then the copies will be thrown away.

**Internet Use Disclaimer**
The Library System’s website contains links to external websites and licensed databases to help users find useful information. The Library is not responsible for the privacy practices, security or accuracy of these external, or third-party, sites. The Library System recommends that patrons familiarize themselves with the website privacy and security information for any site visited. Although the Library System often provides links to a variety of web materials, the Library System does not endorse these various content providers. The Library System does not accept responsibility or liability for the information or services found on any external, or third-party, website. The Library System reserves the right to deny a link request for any reason and without notice. Links may be removed from the Library System’s website at the discretion of Library staff at any time, for any reason, and without notice.

**Linking Criteria**
The Library System will consider linking to external websites that meet the following criteria:

- In accordance with the Newport News Public Library System Collection Development Policy.
- Meet a strong informational need for a large number of Library users.
- Does not contain or link to any illegal material, or child pornography as defined in Section 18.2-374.1:1 of the Code of Virginia, obscenity as defined in Section 18.2-372 of the Code of Virginia, or material deemed harmful to juveniles, as defined in Section 18.2-390 of the Code of Virginia.
- Stable.
- Does not charge a fee to access information.
- Does not collect personal information from users.

Reviewed City Attorney’s Office, August 2010; revised August 2011; reviewed August 2011; reviewed August 2013
Social Software

Purpose
The Library System uses social media and social software applications in order to engage and interact with the community it serves. Social software is defined as any third-party, web application, site or account created and maintained by the Library System that facilitates an environment for Library staff and Library users to contribute content and share opinions and information about Library-related subjects or issues. The Library System recognizes and respects differences in opinion.

Policy
The moderator(s) will make an effort to review content, including comments, posts and messages before publication when possible. However, some social software sites do not allow for holding content prior to publication. In these circumstances, contributed content will be reviewed as soon as possible after publication.

The moderator may remove content that reflects the following at any time and without notice:
- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

By posting content, the user agrees to indemnify the Library System and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney’s fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

The Library System reserves the right to monitor content before or after it is posted on all of its social software web sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service. The Library System also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the Library System is not obliged to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service. If any user does not agree to these terms, they are not to use the service, as violation of the terms can lead to legal liability.

Adapted with permission from the Washoe County Public Library (http://www.washoecounty.us/repository/files/8/Social%20Software.pdf).

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Laptop Computers

General
The laptop must be returned to the designated service desk one hour prior to closing.

Laptops are not available for take-home use.

Laptop availability may be affected by maintenance and scheduling issues.

1. Laptops are checked out from the designated service desk. Library cards are required in order to use the laptops. Additional ID verification, based on the information contained in the Library registration record, may be required at staff member’s discretion.

2. Users must be in good standing, with no outstanding long-overdue materials or excessive fees on their account.

3. Standard Library registration card policies and procedures are followed for laptop use by youth between the ages of 8-17 years.

4. Only one person may use a laptop at any one time. When computer time is completed, it is the user’s responsibility to return the laptop to the designated service desk immediately. Failure to do so may result in loss of laptop computer privileges.

5. No computer software or equipment may leave the building. The laptops may be used in designated areas only.

6. Under no circumstances should a laptop computer be left unattended in the Library. This is the sole responsibility of the patron who has checked out the laptop.

7. No data may be saved to the hard drive of any Library laptop. It is the responsibility of the user to bring a data storage device compatible with the laptop.

8. The Library System takes no responsibility for any loss or damage to patrons’ data or media due to hardware, software, electrical surge or failure, or any other cause while the patron is using Library computer equipment. It is the user’s responsibility to save data in the case of battery failure.

9. Start-up discs and software from outside of the Library are not permitted to be used on the laptops.

10. The staff will assist with basic computer usage questions, but are not available on a regular basis for extensive training of users. Users are expected to have working knowledge of the computers and programs. Manuals are available for assistance with specific hardware or software questions.

Section K Computers and Internet Policy Revision date: April 24, 2013
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Date: [Date]
Approved by: [Signature]
Date: [Date]
11. The user of a laptop agrees to abide by the Library System’s Acceptable Internet Use Policy and in addition the parent/legal guardian must have signed the laptop use registration form.

12. The Library reserves the right to restrict or terminate the computer use privileges of any patron who is misusing or abusing Library equipment or not acting in accordance to Library policy.

13. The Library cannot guarantee that a wireless connection will be made between the Library’s wireless router and the laptop. The laptop batteries hold a charge of two hours, but the Library cannot guarantee that the laptop loaned out will be usable for that full amount of time.

15. Headphones must be used if speakers are on.

**Lost and/or damaged laptops and components**

1. Lost or damaged material fees for laptops will be based on a reasonable assessment of the cost of replacement or repair of the laptop.

2. The patron to whom the laptop is checked out will be responsible for any loss or damage that occurs before it is returned to Library staff. The patron will be liable for an amount up to the full replacement cost if the laptop is damaged or stolen.

3. The Library privileges (checking out materials and using computers) of patrons with outstanding bills will be suspended until materials have been returned or payment has been made in full. In special circumstances, the Library director or designee may set up payment plans under which Library privileges will be restored as long as the payments agreed upon are being met.

**Unacceptable use of laptops**

1. Unacceptable use of laptops includes, but is not limited to the following:
   a. Leaving a laptop unattended in the Library at any time
   b. Taking a laptop out of the Library building or into a restricted area of the Library (For example, Library restrooms).
   c. Saving to the hard drive.
   d. Installing software from outside the Library onto the laptop.
   e. Not following the Library’s Acceptable Internet Use Policy.
   f. Handling a laptop in a manner that can lead to damage of equipment (for example, dropping the laptop onto a hard surface, pushing on the plasma screen of a laptop, downloading potentially hazardous files)
   g. Sharing a laptop with anyone

The Library reserves the right to update and change this policy at any time without notice. It is the responsibility of the user to read and accept the current version of the policy. Violation of the policy on

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laptop computers may result in the termination of session and loss of laptop privileges.

**Internet Filtering: Request for Unfiltered Access**
The Library System will review requests for unfiltered Internet access to website addresses by patrons and staff. Requests will be processed and completed within 48-72 hours. This period of time allows for the appropriate staff to respond and process the inquiry, including requests placed over weekend or holiday periods.

1. The request should be placed by first entering a Service Request into the Library’s IT Solution Center located on SharePoint, the City’s Intranet site.

2. Library IT staff will escalate the request to City IT via the IT Helpdesk site, a separate ticketing and issue tracking system.

3. City IT will manually enter the included site(s) into the City’s filter, thus allowing access, and notify the Library of completion.

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