CITY OF COPPELL
LIBRARY OPERATING PROCEDURE

Collection & Electronic Resources 102.1	Issue Date: 09/23/97
Internet Guidelines	Revision Date: 5/10/18

Mission:

The Cozby Library and Community Commons is dedicated to fulfilling the informational, educational, and recreational needs of the Coppell community. The Internet, as an information resource, enables the Library to provide information beyond the confines of its own collection. Users can access ideas, information, and commentary from around the world.

User Responsibility:

While the Internet offers a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, it also enables access to some material that may be inaccurate, misleading, offensive, disturbing, and/or illegal. The Library is not responsible for content accessed via the Internet. It is the user's responsibility to evaluate the validity and appropriateness of that content.

Parents and guardians should work closely with their children in selecting material that is consistent with personal and family values and boundaries. Parents or guardians, not the Library or its staff, are responsible for the information selected and/or accessed by their children via the Internet. Only parents or guardians may restrict their own children from access to Internet resources accessible through the Library.

The Library is a public environment shared with people of all ages, backgrounds, and beliefs. While users have the right to privacy and confidentiality, their activities and information, including personal and private information, may be observed by others. All users should exercise common courtesy and respect both the privacy and the sensibilities of other users

Technology Protection Measures:

The Library will take reasonable steps, including the use of filtering software, to ensure that obscene and possibly illegal materials are not made available to the public, but the Library cannot fully protect its users from information they may find offensive. If users think that a specific site has been filtered in error, they may request that it be reviewed by the Library.

In general, the Library will treat information stored on computers as confidential. To preserve user privacy and to ensure system functionality, the Library has installed preventative software so that user files, passwords, and browsing history are not permanently saved to the hard disk of any Library computer. However, the Library cannot fully guarantee privacy on public computers. Users should exercise caution on any computer when transmitting personal or sensitive information.

Services Offered:

- The Library offers public Internet workstations for library cardholders. (See Hours and Service Guidelines for library card requirements) Cardholders must possess a valid card and be in good standing, with no overdue materials, fees, etc. All cardholders must present their own library card to access a public Internet workstation.
  - Children ages 10 -17 must be authorized by their parents or guardian to access and/or be seated at a public Internet workstation.
  - Children 9 years and younger are not authorized to use a public Internet workstation and may not sit at one unless their parent or guardian with Internet privileges is seated with them at all times.
- Use of the public Internet workstations is on a first come, first serve basis. Library card holders using the workstations will be limited to a one-hour session if there is a queue. Otherwise, sessions will be automatically extended. Internet workstations will automatically shut down when the library closes.
- For adults ages 18 and older, temporary guest passes are available for users that do not have a library account. Guest passes are good for a single one-hour session.
- Laptops may be checked out for two-hour in-library use by library cardholders aged 18 and older. Users must use their library card at the kiosk.
- All users may access the free guest Wi-Fi service provided by the City. This is an unsecured network and may be used at the user's own risk.
- Staff will assist customers with basic requests regarding Internet workstations, library laptops, and other library provided technology. Staff may provide limited assistance to patrons regarding their personal computers and technology. Generally, staff are not available to provide extensive one-on-one instruction on the use of hardware or software applications.

User Guidelines:

- If library card holders wish to use a workstation and none are available, they may make a reservation at the queue station. Library card holders may make subsequent reservations during library business hours. Reservations by phone are not permitted.
- Public Internet workstations may be used by up to two people when their behavior is not disruptive to others.
- Users are responsible for bringing their own headphones if they wish to listen to audio in shared public spaces. When not in a shared public space, such as an individual study room, audio noise must be kept at a level that is not disruptive to others around them. When available, headphones may be purchased at the Information Desk.
- Although the Library does install virus protection software, materials downloaded from the Internet may contain undetected viruses. The Library and/or its staff is not responsible for any loss of data, damage or liability, or the disclosure of financial or other personal information that may occur from his or her use of the Library's computers, networks, or technology.
- To provide consistent service, all public computers have standardized hardware and software configurations. The installation or download of new software or hardware is not available on demand.

- The Library offers a limited number of electrical outlets for public use. Users may not plug into an outlet where they block aisles, exits, or access to materials or equipment.

Violations of Use:

Library users may lose privileges if they engage in the following behaviors within the Library. This includes, but is not limited, to having their Internet workstation session terminated, expulsion from the library, criminal trespass warning, or criminal prosecution.

- Exhibit behavior that does not comply with the Library Facility Guidelines.
- Engage in any activity, which is deliberately and maliciously offensive, libelous, or slanderous and/or otherwise illegal.
- Intentionally circumvent filtering and security/control software.
- Display or disseminate sexually explicit or sexually suggestive (obscene/pornographic) material.
- Make any attempt to modify, reconfigure, vandalize, or damage library equipment, including software, hardware, and configurations. This includes attempts to download or install personal software or hardware on library computers.
- Violate copyright laws, any other U.S. or state laws, or software licensing agreements.