



Internet Access and Computer Use Guidelines

ACCESS TO INFORMATION

- ◆ The Internet and World Wide Web are unlike other library materials that are selected and purchased using review sources and selection criteria.
- ◆ The Library is committed to offering free and open access to the Internet.
- ◆ The Library has no control over and will not be accountable for the accuracy, currency, or content of the information and graphics accessed through the Internet or computer programs.
- ◆ Current Internet service at the Library is provided through WHRO Community Link. Internet and Print Management are provided by Pharos Systems Ltd. Internet Filtering is provided by 8e6 Technologies to prevent access by juveniles to “materials harmful to juveniles.”
- ◆ The Library will attempt to update virus scan software, but is not responsible for any viruses a user may download. Patrons must provide their own virus free disks or other storage devices to save information. The Library is not responsible for any replacement and/or damage to a patron’s disk, storage device, computer, and/or data.

USAGE

- ◆ Persons wishing to use the Internet, Office applications, and reference software on the computers are required to have OR apply for a current Portsmouth Library Borrower’s Card AND sign in at the Pharos Reservation Station. Patrons must use their own card to obtain access to the computers. Patrons who do not follow this requirement would be considered in violation of the Portsmouth Public Library Code of Conduct and this action would be considered a misuse of library property.
- ◆ In order to use the computers, short-term visitors to the city (less than 6 weeks) do not have to apply for a temporary card, but must present a picture I.D.
- ◆ Patrons with obligations of \$5.00 or more may not use the computers or other library services.
- ◆ The library limits computer use time to 180 minutes per day (total) in 60 minute single sessions. A single session may be extended automatically if no one is waiting.
- ◆ Patrons must sign in at the Pharos Reservation Station in each library location. Computers and Internet access are available from opening until fifteen minutes before closing.
- ◆ The Pharos System will maintain a waiting (queue) list, but it is the responsibility of the patron to sign in to the assigned computer within 5 minutes of the visual notification.
- ◆ No more than one person may be seated at a station (with the exception of parents working with children or people performing bona fide research). Standing behind others who are using the computers is prohibited.



- ◆ Patrons are expected to be courteous, reasonable, and responsible in adhering to time allowances, reporting technical problems, and realizing that technical problems can cause delays.
- ◆ The library is not responsible for the security of any personal information transmitted via the Internet.
- ◆ Patrons age 17 and over may request the removal of the filter for bona fide research by any member of the library staff. All library staff have been designated by the Library Board as being able to disable the filter.

ILLEGAL USAGE

- ◆ It is prohibited for library employees or patrons to use the Library's computer for illegal or illicit purposes. Displays of sexually explicit graphics, child pornography, obscenity, and materials harmful to juveniles are also prohibited on the library's computers.

STAFF ASSISTANCE

- ◆ The staff may assist patrons with getting started on the Internet, opening programs, accessing help features, and may provide LIMITED ASSISTANCE as knowledge and time allow. The staff takes no responsibility in assisting patrons on any site requiring personal information.

PRINTING & DOWNLOADING

- ◆ A printer is available for use with the computers. Each black and white printed page is \$0.15 and must be prepaid at the Pharos Print Release Station.
- ◆ Patrons are strongly urged to use "Print Preview" feature before printing to assure accurate printing of only the material needed.
- ◆ The Library staff may provide limited assistance and are not responsible for the correct downloading of files.

GUIDE TO LAWFUL AND ETHICAL USE

- ◆ The Library has a CODE OF CONDUCT (posted in each library) which details the behavior that is unacceptable in a public place that applies to the Internet and computer use as well as all library services.

In addition, patrons are not permitted to:

- ◆ introduce a virus to the library computers from a disk,
- ◆ knowingly download a virus from an e-mail or other interactive site,
- ◆ destroy or damage hardware or software.



To ensure a positive and safe environment for all patrons:

- ◆ Library staff does not monitor on a routine basis the use by patrons of our electronic systems. The library, however, does reserve the right (1) to monitor as necessary to manage and to protect our systems from unauthorized or criminal use, and (2) to make voluntary disclosures to federal and state law enforcement and national security authorities as deemed appropriate by library management and counsel.

In regard to violations specifically related to the Internet and other computer use:

- ◆ People who violate proper use of the computers may be issued a warning by the staff, but the library staff reserves the right to expel violators without warning.
- ◆ People who continue to engage in these activities will be banned from use of computer resources for a period of time determined by the branch manager.
- ◆ Violations may result in loss of all library privileges effective for the date of the violation, for an extended period, or permanently as determined by the branch manager and library director.
- ◆ Patrons will be required to make restitution of any damages to any computer components, hardware, and/or software.

Internet users may not behave in a way that infringes on the rights of others or violates the laws of the City of Portsmouth, Commonwealth of Virginia, or the United States of America. Laws or statutes include, but are not limited to, the following:

- ◆ USC, Title 18, Chapter 110 regarding the sexual exploitation and other abuse of children
- ◆ USC, Title 18, Chapter 71, Sections 1465-1468 regarding distribution of obscene materials

The United States Code is located at the Main Library in REFERENCE 345.21.

- ◆ Code of Virginia, Title 18.2-374.1, Article 5 regarding obscenity and related offenses
- ◆ Code of Virginia, Title 18.2-389, Article 6 regarding juveniles
- ◆ Code of Virginia, Title 42.1-36.1, regarding filtering
- ◆ Computer Fraud and Abuse Act of 1986, USC, Title 18, Sections 1001, 1367, et. al.
- ◆ Credit Card Fraud Act of 1984, USC, Title 18, Chapter 1030
- ◆ The Electronic Communications Privacy Act, USC, Title 18, Chapter 2701 (1988)
- ◆ The Virginia Computer Crimes Act, Code of Virginia 18.2-152.1
- ◆ The U.S. Copyright Act, USC, Title 17, Chapter 1-13, Sections 101-1101