Volume VII – Technology

I. Purpose

    A. The Jackson District Library provides Internet access to all residents of Jackson County and the general public through computers available at all our Library locations. Internet resources are to be used for educational, informational and recreational purposes.

    B. The selection policies, which govern a Library's purchased materials, do not apply to information found freely on the Internet. Not all resources on the Internet provide accurate, complete or current information. Users need to be good information consumers questioning and assessing the validity of information found. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.

II. Nature of the Public Library Setting

    A. <u>Respect Others</u>. Because Library Users of all ages, backgrounds and sensibilities are using the computers, Library Users are asked to be sensitive to others' values and beliefs when accessing potentially controversial information and images.

    B. <u>Use with Caution of Risks</u>. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use.

III. User Responsibilities

All Users of the Library's Internet connection and workstations are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this policy.

    A. <u>Intellectual Property</u>. Users are expected to adhere to all laws and regulations regarding intellectual property rights, including but not limited to copyright, licensed software and protected data. Responsibility for any consequence of copyright infringement or violations of any other intellectual property law lies with the user. The Library expressly disclaims any liability or responsibility resulting from such unlawful use.

    B. <u>System Modifications</u>. Users are not permitted to change the security setup, operating systems, network configuration or any other configuration of any Jackson District Library computer without authorization. Users shall refrain from use of personal software, except for Library sponsored programs. The Library's computers may be used for downloading and uploading of files lawfully obtained.

    C. <u>Lawful Use</u>. Internet resources are not to be used for illegal, unethical or unauthorized purposes defined by local, state and federal law.

    D. <u>Use Must Not be Harmful to Minors.</u> Michigan law prohibits Users from allowing minors access to sexually explicit materials harmful to minors. Internet Users shall not permit any minor to view sexually explicit material or any other

material deemed harmful to minors.

E. <u>Privacy</u>. Users must respect the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not seeking disallowed access to any computer system via the Internet.

F. <u>Time Limit</u>. The Library has a limited number of computer terminals. As a result, Internet Users shall understand that they do not have unlimited access to the Library's computers. Users shall relinquish the computer terminal immediately upon the expiration of the User's time limit.

G. <u>Reimbursement</u>. The User is responsible for reimbursement for all printing charges.

IV. Users Under 18 Years of Age, Public Act 212 of 2000

A. <u>Responsibility of Parents and Legal Guardians</u>. As with other materials in the Library's collection it is the Library's policy that parents or legal guardians are responsible for deciding which Library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool.

B. <u>Access for Users Under 18 years of Age</u>.

1. <u>Unfiltered terminals</u>. A parent or guardian must accompany and be sitting at the computer terminal with Users under 18 years of age wishing to have access to unfiltered Internet workstations.

2. <u>Filtered Terminals</u>. Users under 18 years of age without parent or guardian accompaniment may only access the Library's filtered workstations. A filtered terminal means the computer has a program installed that is designed to restrict minors from receiving obscene material or sexually explicit material that is harmful to minors.

V. Staff Assistance

Library staff members are available to assist in the use of the Internet resources, but because of the many different applications available on the Internet, the Library staff may not be able to provide technical support. In addition, the Library cannot guarantee that Internet-trained staff will be available to assist users at all times the Library is open.

VI. Wireless Access

Jackson District Library has begun to provide wireless access to the Internet and library resources. Wireless Internet will only be available in the "Filtered" mode.

VII. Agreement

Internet users must agree to follow the "Internet Access Policy" prior to using a computer workstation.

VIII. Violations

The Library Director or the Director's designee may restrict access to Internet access

or Library facilities by suspending the User's access to Library facilities for a set period of time or by denying access to specific services and/or programs pursuant to this Policy. If necessary, local enforcement may be called to intervene.

A. Incident Reports. Library Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a suspension of Library privileges. By the end of the day on which the incident occurred, an Incident Report shall be written and forwarded to the Library Director or the Director's designee for logging and review. The report should include physical descriptions in addition to the name of the User. A copy of the suspension of privileges letter should be attached, if applicable.

B. Violations of the Policy - Suspension of Privileges. The Library shall handle violations as follows:

1. Initial Violation: Library users observed violating this Policy will be asked to cease the violation with a verbal warning. If the User does not comply with the request, the User will be asked to leave the building for the day. If the User refuses, law enforcement may be called. If the conduct constitutes a violation of local, state, or federal law, the User shall immediately lose privileges without a verbal warning, law enforcement shall be called and arrest may ensue.

2. Subsequent Violations: The Director or the Director's authorized designee may further limit or revoke the User's Library privileges in escalating responses if the infraction continues. Such limitation or revocation shall be in writing specifying the nature of the violation. Any future violation shall result in a suspension of Library privileges. Subsequent violations will result in additional suspensions of increasing length.

C. Reinstatement: The User whose privileges have been limited or revoked shall attend a meeting with the Director or the Director's designee to review the Policy before their privileges may be reinstated.

D. Damages. If the User violates the policy by causing damage to Library property, the User shall be assessed the actual costs.

E. Right of Appeal. Users may appeal a decision in writing to the Library Director within 10 working days of the date of the letter stating why Library privileges should be restored. The Library Director or a designee will respond to the appeal in writing within 10 working days of the date the appeal was received. Any person may appeal the Library Director's decision by sending an appeal in writing to the President of the Board of Trustees within 10 business days. The decision of the Library Board President is final.

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Jackson District Library provides wireless access to the Internet in various ways. This policy explains the scope of and governs those various modes.

A.   Policy Applicable to All Modes of Wireless Access

1.   Disclaimer – Users access the wireless Internet at their own risk. The Library is not responsible for equipment malfunction, loss of data, or for any damages to the user's equipment, disks, data, or electronic transactions of any type. Users are responsible for and strongly encouraged to use appropriate and up-to-date security software on their equipment to prevent the infection and spread of computer viruses, Trojans, and other malware.

2.   Illegal and Unacceptable Uses – Patrons may access the wireless Internet only for legal uses. Examples of unacceptable uses include but are not limited to the following:
   a. Attempting to crash, degrade performance, or gain unauthorized access to computer systems and networks.
   b. Damaging equipment, software, or data belonging to the Library or other users.
   c. Using the Internet for malicious purposes such as intentionally propagating a virus.
   d. Sending unsolicited advertising.
   e. Attempting to gain or gaining access to another person's files or authorization codes.
   f. Using another person's identification, bar code or pin number, with or without permission.
   g. Using, disclosing, or disseminating personal identification information regarding minors without parental permission.
   h. Displaying obscene material, child pornography, or sexual content that might be harmful to minors.
   i. Harassing other users with messages, prints, or images.
   j. Libeling, slandering, or maliciously offending other users.
   k. Violating copyright laws or software licensing agreements.
   l. Violating federal, state, or local laws, regulations, or ordinances.

3.   Staff Assistance – Library staff members are available to assist in accessing the Wireless Internet, but because of differences in some patron hardware and software, library staff may not be able to provide technical support. In addition, the Library cannot guarantee that staff will be able to assist users at all times the Library is open.

4.   Compliance – Failure to comply with this policy or with library staff directions may result in restriction or termination of the user's library privileges and may result in prosecution under local, state, or federal laws.

B.   Policy Applicable to JDL Wireless Service at Library Facilities
The Library makes wireless Internet available to visitors at each of its facilities on the following terms.

1.   Authentication – A library card is not required. Users must agree to the Terms of Use outlined in this policy before being authenticated to use the wireless network.

2.   Encryption -- The Library's wireless network services do not encrypt or secure data transfers beyond whatever encryption is provided by the web site or network service accessed by the user. The user accepts the risks and implications of the privacy and security measures employed (or not employed) by the web sites and network services s/he uses.

3.   Available Network Services – The wireless service is designed to allow access to standard Internet functions, such as web sites and email. At the sole discretion of the library, software that uses non-standard ports or that poses security risks may be blocked.

4.   Devices – The wireless service is designed for use with devices that use standard
802.11 b, g, n or ac protocols and have a standard web browser. Not all equipment will be compatible. Other devices may or may not work and are not explicitly supported.

5.   Sound – Users may not play sound through speakers on their equipment. Personal headphones or ear buds are permitted, but the volume must be kept low so as not to disturb others.

6.   Content Filtering – The wireless service is always filtered. If a user of the wireless service over the age of 18 wants to access content blocked by the filter, s/he may instead use one of the library's computers and request that it be unfiltered.

7.   Location of Service – The wireless service originates within the library building, but may not be evenly available everywhere within the library. It may also extend beyond the walls of the library. The Library does not guarantee any particular signal level inside or outside the library. Accessing the service beyond the library walls and property is acceptable, as long as the user agrees to and abides by the Terms of Use outlined in this policy.

8.   Electrical Power – The library does not guarantee convenient access to electrical power plugs, so users should plan to use battery power with their devices. To the extent that electrical power plugs are available, users may connect their computer equipment to them, provided they do so in a safe manner that does not interfere with the ability of others to use the library. Users may not unplug any existing equipment, stretch cords across walkways, nor may they move furniture or sit on floors in such a way as to block or impede aisles or walkways.

9.   Privacy – The Library does not track personally identifiable information in connection with the use of its wireless network. However, certain information necessary to provide the service (which might include, but is not limited to, the MAC address of the user's equipment's network interface, the IP address assigned to the user's equipment, and dates and times of use) is retained in various system logs. This information is limited only to a few staff and is not shared unless required by law.

C.   Policy Applicable to Borrowed Mobile Hotspot Use

The Library loans devices (mobile hotspots) that provide wireless Internet access to WiFi capable devices.

1.   Authentication – Hotspots are loaned to Library patrons in good standing. The person who checks out the hotspot is responsible for all uses of the device.

2.   Available Network Services – The Internet service on the hotspots is provided by a third party cellular network provider. By using the Hotspot you are agreeing that you will not take part in any illegal activities.

3.   Devices – Up to 15 devices with Wi-Fi capabilities can be connected to the JDL Hotspot. This includes but is not limited to:

    a. Laptops
    b. Cell Phones
    c. Tablets
    d. Gaming Consoles
    e. Mp3 Players
    f. Smart TV's, and many more.

4.   Bandwidth Limitations – Overall speed of the Internet connection is based on a cellular network provider. However, using multiple devices simultaneously can slow down overall Internet speeds.

5.   Content Filtering – Internet content filtering is NOT provided with JDL Hotspots. The library does not track any Internet traffic. By using the Hotspot you are agreeing that you will not take part in any illegal activities.

6.   Privacy – The Library does not track the use of the Internet on the hotspots. A link to the privacy policy of the cellular network provider is available on the library's web site.

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The purpose of our website (www.myjdl.com) is to serve our larger mission to inspire our communities to discover, learn and succeed. This website is our official presence on the internet. The site serves as both a gateway to all our resources and services, but also is a public relations tool that promotes and presents Jackson District Library in a virtual environment.

The Director or the Director's designee is responsible for website content and design. The Technology Manager and/or Digital Services Specialist is responsible for the website's technological maintenance.

External Links

Our website provides links to outside internet resources for use by our library staff and patrons. The purpose of including the links on our website is to assist users with finding quality information on the internet. The links are selected and evaluated by information professionals and chosen carefully. Sites will not be linked to on the JDL site if their purpose is strictly commercial, limited to a narrow subject specialty, or designed for the purpose of promoting a particular point of view.

JDL may not restrict access to material nor shield users from controversial information while the internet is accessed through its webpage. Parents of minor children must assume responsibility for their children's use of the internet through the library's connection

We do not control the availability or security of information links, which often change rapidly and unpredictably. Not all sources on the internet provide accurate, complete, or current information. Connecting to those links may cause the user to leave the JDL website. The links are provided "as is" and although we evaluate links for quality, we do not control their content or warrant that those outside resources always will be available, reliable, timely, or accurate.

In addition, the library assumes no responsibility for any damage, direct or indirect, arising from the use of its web server or from its connections to other internet services through our service providers.

The criteria used to evaluate outside links are similar to the criteria used to select materials for the library collection and include but may not be limited to:

Content

- Relevance for the Jackson community and its library users
- Depth, quantity, and unique nature of information contained on the site
- Quality (accuracy, timeliness, authority) of the information provided
- Broad appeal of the subject matter
- Free accessibility of the information
- Purpose of the site and its point of view
- General ease of use

Sources
- Background expertise of the site's author and/or sponsor
- Inclusion of contact and background information for the author and/or site sponsor
- Third party reviews of the site and/or its author and/or sponsor

Data Collection

We may request personal information such as your library card number and your personal four digit pin number to identify you as a patron of the library through a process called "remote patron authentication". The process allows access to the library's online database subscription services or the online catalog. This information allows you as a patron of the library to:

- Request and/or renew library materials
- Check your personal library account
- Access JDL online subscription services
- Receive personalized service and recommendations

In addition, we use the information recorded for the purpose of gathering statistics on:

- Number of times the JDL website is used
- Number of times an online subscription service is used
- Number of times materials have been renewed and/or requested
- Number of times the catalog has been visited by patrons
- Demographic analysis of the users of the website and/or the library services offered through the website

Privacy

In accordance with the Jackson District Board Policies governing confidentiality (Administration Policies Section C page 8) the library will not sell, lease, or otherwise distribute or disclose a library patron's personal information for non-library purposes or to parties unless required by law.

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