Internet and Computer Use Policy

Introduction:

The Osceola Library System endeavors to provide collections, resources, and services that meet the cultural, informational, recreational and educational needs of the diverse communities it serves. The Internet is considered, above all else, an information source, and access to the Internet is provided inside the libraries at no cost to help supplement the information resources they provide.

It is the objective of the Osceola Library System to:

- Prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail or other forms of direct electronic communications.
- Prevent unauthorized access and other unlawful online activity.
- Prevent unauthorized online disclosure, use, or dissemination of personal identification information regarding minors.
- Comply with the Children's Internet Protection Act (CIPA) / Neighborhood CIPA

I.   Internet Disclaimer:

The Internet is an unregulated global entity and is the largest electronic information network in the world. Due to the Internet's constantly changing nature, the Osceola Library System has no control over the information or its quality, accuracy, or currency and assumes no responsibility for the content of any Internet sites. Links to other sites, from the Library's website, are provided as additional resources and do not imply sponsorship or identification with the Osceola Library System. Parents or legal guardians are solely responsible for their child's, and only their child's, use of the Internet. Parents or legal guardians are responsible to teach minors to exercise discretion and caution when communicating using the Internet, electronic mail, chat rooms, social media, and other forms of direct electronic communications in order to remain safe and secure (e.g. avoidance of predators, cyber-bullying, and scams). The Osceola Library System will not assume responsibility for damages, direct or indirect, arising from the use of electronic services through our Library, including the Internet. Please see the Osceola Library System Computer Code of Conduct in Section V for more specific guidelines and procedures.

All users must agree to the terms of the disclaimer before proceeding with public computer use.

All Osceola Library System computers with Internet access use a technology protection measure to block, filter, or otherwise protect against access to visual depictions that are obscene, pornographic, or harmful to minors and to any other materials considered inappropriate for or harmful to minors. Wireless Internet access is also filtered, and all Library policies concerning legal, acceptable, and safe use of computers and the Internet apply.

II.   Acceptable Use of Library Computers:

All users of the public internet computers in the libraries, when logging on, are required to read and agree to the Library's rules for acceptable use. Certain limitations have been imposed regarding the software available on the public computers. These limitations also restrict any software from being downloaded onto computers. Computers are in public areas and a user's view is not private. Users should be considerate of those around them. Any user found to be using the computers and/or Internet inappropriately will have their computer privileges revoked, with the length of time to be determined on a per-violation basis.

IV.   Unacceptable Use of Library Computers:

Inappropriate use of computers includes, but is not limited to:

- Accessing, transmitting, downloading, uploading, viewing or distributing pornographic obscene or sexually explicit materials. See Florida Statutes 847.011(1)(a) and 847.0133(1).

- Violating any local, state, or federal statute.

- Harassing other users; disrupting another user's use of the computers.

- Attempting to download onto the computer's hard drive.

- Damaging, destroying, or removing any equipment, software or data belonging to the Library or others.

- Intentionally uploading, downloading or creating computer viruses or other forms of malicious programming or seeking unauthorized access to networks and systems, including so-called "hacking."

- Disclosing, using, or disseminating personal identification information regarding minors without proper authorization

V.   Computer Code of Conduct:

The Osceola Library System is pleased to make public computers available to its patrons to use in a multitude of ways, from searching the Internet, Public Access Catalog and Library databases, to taking online courses, accessing research and timely information, sending communications, using basic office programs for producing

spreadsheets and word processing documents, and for recreational use. In its Hart Memorial Library, the Library makes available an online system for searching Florida Law and Legal Statutes.

i.   General Rules of Use:

All Osceola Library System cardholders generally have access to computer use on Library computers at any one of its branches in one-hour increments. Osceola Library System also reserves some computers for use in accessing the Library's Public Access Catalog or for research, accessibility, and training purposes. While these computers have a standard one-hour daily limit, the Library staff has discretion to extend the time based on need and the number of other users waiting to utilize the computers.

Osceola Library System also provides Guest pass access for non-cardholders.

Cardholders or Guests will make one-time reservations using the Library's PCReservation System. Additional reservations may be made as demand permits.

Users are expected to end their session and leave the computer when the allotted time is reached. A counter keeps users advised of time remaining. Users are responsible for securing their information prior to the end of the session to avoid losing their work. One the session is ended, information will not be retained.

Users who need assistance may contact a staff member. However, staff assistance may be limited, and users are expected to understand computer basics. Staff can provide basic research or eGovernment assistance, but users must complete any forms or submit any personal data on their own.

Users wanting to download information must save it to their own portable storage devices or e-mail it to themselves. The Library does not save files or other data on the computers for users. Public computers are wiped clean of user data nightly using the software Deepfreeze.

Wireless Internet Access is free to all users with their own devices and has no time or access restrictions.

Users may print from the computers or wirelessly from their own devices. Copies are $.25 per page, and once a print is requested, the user is expected to pay for the entire print job. Users may select "print preview" to view and select portions to print prior to sending print jobs to the printer. The Library accepts credit card and cash payment for prints.

The Library keeps a limited amount of cash on hand as change and will not be able to make change for bills larger than $10. The Coin Bill Accepters accept coins and $1 and $5 bills.

All computer users are expected to be courteous and respectful to fellow computer users and Library staff. The following is prohibited in the computer areas:

- Loud talking, shouting, boisterous behavior
- Group use of computer and computer furniture

- Eating or drinking
- Interfering or tampering with the hardware, software, or furniture or other equipment
- Any destruction of computer equipment

ii. Children's Use of Computers:

To provide a safe environment for children, most Osceola Library System libraries have computer areas designated for children and teens. Adults accompanied by children may use computers in areas designated as family use.

Access for all users is filtered. Filtering software may not block all material users find offensive. Library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. Parents and legal guardians are responsible for monitoring any and all Internet use by minors. Parents or guardians are responsible to teach minors to exercise discretion and caution when communicating using the Internet, electronic mail, chat rooms, social media, and other forms of direct electronic communications in order to remain safe and secure (e.g. avoidance of predators, cyber-bullying, and scams). Consent given on the part of parents or legal guardians for a Library card constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all Library resources, including the public computers.