

Roseville Public Library

Computer, Internet and Wifi Use Policy

General Statements Regarding Internet

Unless otherwise specified, all provision of the Internet Use Policy apply to Patron's use of the Library's wifi. In addition, Library staff will provide general information on the settings necessary to access the Internet, but are not responsible for any changes users make to their computer settings and cannot guarantee that a user's hardware will work with the library's wireless connection.

If a user has problems accessing the Internet over these connections, staff cannot assist in making changes to the user's network settings or perform any troubleshooting on the user's own computer. Users should refer to their owners' manuals or other support services offered by their device manufacturer.

As with most public wireless "hot spots," the library's wireless connection is not secure. There can be non-trustworthy third parties between the user and anybody with whom the user communicates. Any information being sent or received could potentially be intercepted by another wireless user. Cautious and informed wireless users should not transmit their credit card information, passwords and any other sensitive personal information while using any wireless "hot spot."

The library will not be responsible for any personal information (e.g. credit card) that is compromised, or for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection on their personal laptop computers or wireless devices.

Printers are not available via the wireless connection at this time. If users need to print, they should save their work to a portable storage device (e.g. flash drive) or wait to print a document on a home printer. An alternative is to email files to themselves, then login to a wired library workstation and send documents to the public printer.

Any restriction or monitoring of a minor's access to the library's wireless network is the sole responsibility of the parent or guardian.

Internet Access. The Roseville Public Library is an information/reference resource center for the City of Roseville. As such, it provides information in a variety of formats, including electronic. The Internet enhances the Library's existing collection in size and depth. It allows access to ideas, information, and commentary from around the globe. This policy applies to both the Library owned computers and wireless access available at the Library.

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Validity of Information. The Internet offers access to a wealth of information and Internet sites including useful ideas, information and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete or legal. Internet users will need to evaluate for themselves the validity of the information found.

The Library does not endorse information on Internet. However, because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria, and collection development policies. 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.

View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.

No Liability. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet.

Nature of the Public Library Setting.

Respect Others. Because Library users of all ages, backgrounds and sensibilities are using the computers, Library patrons are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images. Do not use your phone while you are using the library computers. If you need to have a quiet conversation in order to receive instruction on a specific application, request to use the computer for this purpose from the librarian.

Use with Caution of Risks. 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.

Monitoring Use. Public Use Computers are Internet stations that are located so that they can be monitored by staff for assistance and security.

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Procedure for Use.

Reservation/Time Limits. Computers with Internet access and Microsoft Office are available on a first-come-first-served basis. If all computers are in use, patrons may add their name to a reservation list. The time limits are as follows:

Unfiltered adult Internet computers have unlimited use unless there is a waiting list. Sessions are always limited to one hour at which time you may log in again if there is no waiting list.

Unfiltered children's and teen computers are limited to half hour sessions.

Catalog only computers require no logins and have no time limit.

Computer Guest Cards can be purchased for one day of unlimited use in one-hour sessions unless there is a waiting list.

Authorization for Computer Use. All patrons must have a valid library card to log in to any of the Internet computers. Patrons not eligible for a library card may purchase a Computer Guest Card. All patrons may be asked for identification and proof of age.

Staff Assistance. Library staff provides limited assistance for basic start-up procedures. However, the Library cannot guarantee that Internet-trained staff will be available to assist users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be able to provide specialized or technical knowledge about a particular application.

Closing Time. Internet terminals will begin the shut down process 15 minutes before closing.

Printing. Printing is available from most computers at a cost. These print jobs will be directed to a high volume printer located at the circulation desk. Printing is not available on the catalog only computers.

Internet Use by Minors -- Patrons Under 18 Years of Age, 2000 PA 212.

Responsibility of Parents and Legal Guardians. 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.

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Access for Patrons Under 18 years of Age. Patrons under 18 years of age wishing to access the Library's Internet must have a signed Internet consent statement contained within the Library card application. Parents or guardians are responsible for monitoring the use of the minor's Internet use. Michigan law prohibits minors from accessing obscene matter or sexually explicit matter that is harmful to minors. As a result, Library staff will monitor use by minors less than 18 years of age. By supplying a minor with a PIN, parents or guardians allow the minor access to the Internet in the Library, per the statement on the minor's library card application. Computers allowing unfiltered access to the Internet are divided by area and age: adult (18 years and older), teen (ages 13 to 17 years of age) and children (up to age 12). The Library's personal computer management system software allows access to specific computer areas by the age in the Library card record. Minors may not log in to the adult Internet computers with an adult's library card and use them independently but must have a parent or guardian sitting with them at computers in the adult area at all times. The Library's wireless Internet access is unfiltered and is not password protected. Parents allowing their minor children to use a portable device with wireless Internet capabilities accept that their child may access unfiltered Internet.

Acceptable Use.

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.

Lawful Use. The Library Internet connection and workstations shall be used in a lawful manner. The Library's Internet and workstations cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, accessing material that can be classified as obscene or child pornography.

Intellectual Property. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.

Use Must Not be Harmful to Minors. 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.

Compliance with Code of Behavior. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Patron Behavior Policy. All Internet Users must comply with the Library's Patron Behavior Policy, which shall be posted on the Library's website. Patrons may request a copy of any policy at either the Information or Youth Desks.

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Privacy. 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. Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.

Personal Software Prohibited. The Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the modification of any operating system or network configuration.

System Modifications. Users are not permitted to change or alter the security setup, operating systems, pc management system, the network configuration or any other configuration of any Library computer workstation without authorization.

Purpose and Prohibited Uses. The Library's Internet resources should be used for educational, informational and recreational purposes only. The Library's Internet Access shall not be used for personal profit or commercial activities, including the sale of goods and services or fund raising. The Library Internet is intended for information gathering only.

Damage. Computer workstations must be used in a responsible manner and Users must take care with use of the equipment. The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.

Limit on Number of Patrons at Terminal. No more than two Users can access any single terminal at one time.

Violations of Internet Use Policy.

The Library Director or the Director's designee may restrict access to Library facilities by (1) terminating or limiting computer, Internet access at Library facilities; (2) immediately dismissing the patron from the premises; (3) suspending the patron's access to Library facilities for a set period of time; or (4) by denying access to specific services and/or programs pursuant to this Policy. If necessary, the local police may be called to intervene.

Incident Reports. Library Staff shall record in writing in the form of an Incident Report any violation of this Policy that resulted in a verbal warning or 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 for logging and review. The report should include physical descriptions in addition to the name of the patron. A copy of the suspension of privileges letter should be attached, if applicable.

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Violation of the Policy – Suspension of Privileges. Unless otherwise provided in this Policy the Library shall handle violations as follows:

Initial Violation: Library patrons observed violating this policy will be asked to cease the violation with a verbal request. If the patron does not comply with the request, he or she will be asked to leave the building for the day. If he or she refuses, police may be called.

Subsequent Violations: The Director or the Director's authorized designee may further limit or revoke the patron's Library privileges if infractions continue. Such limitation or revocation shall be in writing ("suspension of privileges letter") sent to the patron's home address specifying the nature of the violation. Subsequent violations of the same rule shall result in additional suspensions of increasing length.

Violations that Affect Safety and Security: Violations involving violations of law (including child pornography and allowing minors to view sexually explicit or other material deemed harmful to minors), violence, threatening behaviors, sexual harassment, vandalism, theft or attempted theft, sexual misconduct or any behavior that threatens the safety and security of staff and/or patrons shall be handled as follows:

Initial Violation: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. Violations of this nature will result in an immediate minimum two-week suspension of Library privileges. The Incident Report shall specify the nature of the violation.

Subsequent Violations: The police will be called immediately. If the conduct constitutes a violation of local, state, or federal law, arrest or criminal prosecution may ensue. The Director or the Director's authorized designee, may further limit or revoke the patron's Library privileges in escalating responses, which will be documented in writing. Subsequent violations of the same rule will result in additional suspensions of increasing length.

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

Civil or Criminal Prosecution. Illegal acts involving the Library's Internet access service may be subject to civil or criminal prosecution.

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Right of Appeal.

Patrons may appeal a decision to limit or revoke privileges by sending a written appeal to the Library Board within 10 working days of the date the privileges were revoked or limited. The appeal should be sent to the President of the Library Board. The decision of the Library Board is final.

Merged and Approved by the Roseville Public Library Commission October 12, 2015
Revised and Approved by the Roseville Public Library Commission May 8, 2017
Revised and Approved by the Roseville Public Library Commission September 9, 2024

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