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Public Information, Services, and Networks

The Villa Park Public Library offers in-library access to electronic information, services, and networks as part of its mission to meet the cultural, educational, informational, and recreational needs of the community.

The Villa Park Public Library strives to maintain and improve a digital space for all patrons in the pursuit of essential, academic, and recreational activities requiring the use of a computer, the Internet, and other electronic resources. Concerning the priority of use for the library's hardware and software, the wants and needs of all patrons are measured equally within the confines of library policies.

The purpose of this policy is to ensure that those using these information resources do so with respect for this public property and recognize the rights of others using these resources.

Intellectual Freedom / Right to Privacy

The same standards of intellectual freedom, privacy, and confidentiality endorsed by the Villa Park Public Library for traditional resources and services also apply to electronic media, including usage of the Internet.

The library has a policy of open access to all parts of its collections, including access to the Internet. Further, use is not prioritized by information need. Each person's information need is important to that individual.

The library seeks to protect the First Amendment rights of its patrons and their individual right to privacy. However, Internet users should be aware that images and information on the screen and at public printers are subject to view by any library patron or employee passing by.

General Guidelines

It is the responsibility of each user to obey all local, state, and federal laws when using the network, including, but not limited to, the rules concerning fraud, copyright, obscenity, and privacy legislation. Any personal information sent through the network may be intercepted by a third party. Users are strongly encouraged to be cautious about sending personal, financial, or legal data.

The library provides a selection of application software as a service to patrons on its computers. Patrons may download and use additional software in the adult area during their session at their own risk. The library reserves the right to restrict any software posing a risk to the library's network security or to other patrons' use of the public computers.

Although there is anti-virus software installed on the library's computers, this will not completely protect users from the chance of downloading a virus. The library assumes no responsibility for data loss or damage to software or data storage

belonging to users.

No data may be permanently stored on a computer's hard drive. Temporary hard drive usage is permitted, while the user is working on a computer; however, all data should be saved on the user's own device before the user leaves the station. The library reserves the right to delete information on the hard drive.

Users may not extend or modify the network in any way. This includes adding wireless access points, repeaters, switches, or hubs. The library will remove or disable any such unauthorized equipment. Users are financially responsible for any damage resulting from misuse of the equipment or software.

Users must agree to use the computer equipment in a responsible manner and will be held responsible for any damage that may occur.

Financial Responsibilities

Printers are available for patron use. There is a charge for each page printed. The user is responsible for the payment of any warranted or un-warranted copies, unless there is a mechanical failure or a mistake is made under the direct supervision of a Villa Park Public Library staff member, resulting in reimbursement. Patrons may be charged for unpaid copies. (See Policy 731, *Schedule of Fines and Fees*)

Patrons may use their own storage devices at no charge, or purchase devices from the library. (See Policy 731, *Schedule of Fines and Fees*)

Users are financially responsible for any damage resulting from misuse of the equipment or software. Users are allowed to bring their own peripherals to use with library computers, but they are not allowed to alter or remove any hardware owned by the library.

Time Restrictions

The library's role is that of guidance and instruction. Stations will be operational during normal operating hours until five (5) minutes before closing. The Library Director may determine to alter access to the stations based on programming needs.

There is a limit of four hours on the Internet per day per user. If demand warrants, the library may limit a patron's time spent on a computer. Time may be extended by one hour increments if no one is waiting for a computer.

Requirements for Use by Adults (over age 18)

Users who desire Internet access must accept the library's Internet policy prior to use. Patrons must be able to prove age and identity upon demand.

Non-Villa Park Public Library cardholders may utilize the Villa Park Public Library's electronic resources, including the computer lab stations, by using a guest pass or registered library card. Non-Villa Park Public Library cardholders must be 18 years

of age and agree to the Internet policy prior to each use.

Requirements for Use by Children (under age 18)

Parents, guardians, and caregivers are expected to instruct minors in the safe and effective use of the Internet. Children using the Internet computers may be asked to produce their library cards during each use. Patrons must be able to prove age and identity upon demand.

Villa Park Public Library cardholders who are under the age of 18 must have the Internet Registration and User Agreement completed by their parents or guardians on file at the library prior to use.

Guest passes will not be given to anyone under the age of 18 who are not Villa Park cardholders or whose parents or guardians have not given explicit permission.

Exceptions may be made in some instances when a patron younger than the age of 18 is accompanied and directly supervised by an educator from an institution at which they are currently enrolled.

Patrons under 14 years of age are required to use the Internet at the Youth Services Internet stations. Children under 8 years of age must be accompanied by a parent or other responsible adult while the child is using the Internet station.

Downloading and Saving Files

While the library provides anti-virus software on all computers, users should exercise caution with any files downloaded from the Internet and be aware of the risks of viruses, malware, and spyware on public Internet sites.

Patrons may download and save files and attachments from the Internet to personal storage media. Users should allow time at the end of their session to save files and documents they are working on.

Any files saved to the computer will be deleted at the end of a patron's session.

Software

The library provides a selection of software as a service to patrons on its computers, including web browsers and application software. Library staff cannot offer any assistance installing or using software not provided by the library, and library staff will not disable security software on public computers.

Other than web browser plug-ins or extensions, patrons are not allowed to install additional software on Library internet stations. Any browser modifications to library computers will be automatically removed when the computer is restarted.

The library reserves the right to restrict any software posing a risk to the library's network security or to other patrons' use of the public computers, as determined by security software or by library staff.

Unacceptable Use

It is not acceptable to use the library to access electronic information, services, and networks for any purposes which violate federal, state, and local laws. The user is responsible for knowledge of all applicable federal, state and local laws for which they may be held in violation.

It is not acceptable to use the library network in such a way as to interfere with or disrupt network users, services, or equipment. Such interference or disruption includes but is not limited to:

- Circumventing the library's data protection measures or uncovering security loopholes or bugs. Users shall not gain or attempt to gain unauthorized access to restricted areas or files on the computer system. Users shall not tamper with any software protections or restrictions placed on computer applications, files or directories.
- Attempting to change or damage computer equipment, software settings or files belonging to the library, other users, or external networks and/or websites.
- Attempting to deliberately crash a computer, consume large amounts of system resources, lock out files, or cause any other type of improper interference with system operations.
- Attempting to use the network to make unauthorized entry to other computational, information, or communications devices or resources.

Other unacceptable uses include, but are not limited to:

- Cyber-bullying, harassment, libel, or slander.
- Provoking reaction or offense to the cultural sensitivities of other patrons.
- Intentional access to pornographic, graphically violent, hateful, or other offensive materials, as deemed by the Villa Park Public Library.
- Destruction of or damage to equipment, software, or data.
- Disruption or unauthorized monitoring of electronic communications.
- Attempting to break into or gain unauthorized access to any computers, devices, resources, networks, or secured files.
- Unauthorized reproduction, copying, or transmitting of copyright-protected material.
- Launching network attacks of any kind including port scans, DoS/DDoS, packet floods, replays or injections, session hijacking or interception, or other such activity with malicious intent.
- Transmitting malicious software such as viruses, Trojan horses, and worms.
- Installing software or making configuration changes to any device or application, by means of the installation or execution of key loggers, registry keys, or other executable or active application or script.

Users agree to be mindful of the cultural sensitivities of others while using library portals so as not to provoke reaction or offense, and they will not intentionally access pornographic, graphically violent, hateful, or other offensive material (as deemed by library staff) regardless of others' sensitivities.

Certain of these violations may constitute a criminal offense and will be subject to

prosecution by the appropriate authorities.

Library staff reserves the right to log or monitor traffic to ensure that these terms are being followed.

Failure to comply with these policies may result in revocation of all library access and/or appropriate legal action.

Revocation of Library Privileges

Patrons using the library's Internet connection illegally may lose their Internet and/or library privileges. The period of time for privileges to be revoked will be determined by the Library Director. Loss of privileges will be noted in the patron's account in the library's database. To reinstate privileges, the patron must reapply for Internet access.

Concerns with Internet Policy

A patron with a concern about the policy on the use of the Internet computers or the content available through the Internet shall express the concern as specifically as possible to the Library Director in writing, stating their name, address, and telephone number. If necessary in the judgment of the Library Director, the Board of Trustees will be consulted in addressing the concern.

In those cases where the Library Director deems it appropriate to do so, the Library Director is authorized to make occasional exceptions to this policy to permit use.

Use of Wireless Network

Use of any information or materials on sites you access is entirely at your own risk, for which we shall not be liable.

You agree that you will not perform any of the following acts through this portal:

- Patrons are able to use free WiFi inside the library during operating hours using their own devices
- A separate outdoor network is available during additional hours. See website for password.
- Staff responsibility is limited to instruction on connecting to the network. Library staff is not responsible for other technical support for patrons' devices
- Users should understand that the wireless network is open and unencrypted and should ensure they are using secured websites when dealing with personal or financial information

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