

Internet Access Policy

General Statement

The Glenview Public Library makes information resources available through the Internet as part of its mission to encourage “lifelong learning with access to the world of information and ideas”. While the Internet can be used for a variety of purposes, the Library actively supports only those functions that relate to its mission and services to educate, enrich, inspire and entertain to meet the needs of a diverse community. Internet access is considered an integral resource for Library users and, as such, is available at various locations throughout the Glenview Public Library at designated public workstations and through “Wi-Fi” wireless access.

Internet Content

The Internet, as a global electronic network, offers access to a wealth of information that can be useful and appropriate for individuals of all ages. With the exception of the Library’s website, all information found on the Internet has been generated outside the Library. Some Internet sites may contain inaccurate, incomplete, outdated, unsecured, illegal or offensive, controversial or sexually explicit material. Provision of access does not mean or imply that the Library endorses or sanctions any content, commentary, or viewpoint found on the Internet. While many users can access their personal email accounts at the Internet computers, the Library does not formally support this function.

The Glenview Public Library neither monitors nor controls the information accessed through the Internet. The Library is not responsible for the content, availability or accuracy of information provided by other agencies or institutions, or for that of any external sites linked to Library pages.

Disclaimer

Discretion and discrimination in the access and use of online materials is the responsibility of the patron. The Glenview Public Library makes no representations or warranties regarding the condition or functionality of the Internet access system, its suitability for the use or that the access will be uninterrupted or error free. The Glenview Public Library further makes no representations about the suitability of any software or content or information made accessible by the software of this system. Information on the Internet may be reliable, complete and accurate or it may be inaccurate, incomplete, out-of-date or unavailable at times. The Glenview Public Library further disclaims any liability whatsoever for any of the information, documentation, programs, software or other material which is or may become a part of the system. Patrons agree to hold the Glenview Public Library harmless and indemnify it against any and all claims or liabilities, directly or indirectly, relating to their use of the Library’s Internet workstations or wireless network. The Library is not responsible for damages to the patron’s equipment or loss of data, direct or indirect, resulting from said patron’s use of the Internet workstations. This includes the Library’s Wi-Fi connection. Users bear sole responsibility for protecting their own devices.

Filtering and Parental Responsibility

Parents and legal guardians are expected to monitor and supervise their children's use of electronic resources. All Library workstations designated for children and teens are filtered. Filtering software may restrict access to sites which could be deemed objectionable; however, filtering software is produced by an outside vendor and is not under the Library's control. Filtering software is not fool proof and it is possible that information or sites that may be considered objectionable or inappropriate for minors may still be accessible. Therefore, it is the position of the Glenview Public Library that parents and/or guardians are solely responsible for determining the limits of their children's access to the Internet and providing guidance to them. Since email, chat services, and social networking sites are available to all computer users, it is important that parents and/or guardians discuss issues regarding Internet safety with their children.

Since wireless access is unfiltered, it is the responsibility of a minor's parent or legal guardian to acquire, properly install, and appropriately password protect filtering software, if desired, on any and all laptop computers or other Wi-Fi devices that may be used by a minor on Library premises. Library staff cannot provide direct supervision or technical support of a minor's use of the Library's wireless network.

Wi-Fi/Use of Laptops

The Glenview Public Library provides free public access to its wireless network during the Library's normal business hours. Use of a personal laptop in the Library makes it publicly accessible; therefore, because the Library's Internet connections are located in public areas shared by Library users of all ages and backgrounds, patrons who choose to take advantage of this service are expected to abide by all Library policies, including the Library's policy for Public Internet Access.

Power outlets and access to the wireless network are provided throughout the building; however, power cords must not be run along the floor in foot traffic areas due to public safety concerns.

The Library cannot guarantee that an individual's computer will be able to access the wireless network. The Glenview Public Library encourages installation of up-to-date virus protection software and accepts no responsibility for any software downloaded and/or installed, email opened, or sites accessed while using the wireless network connection. Any damage to equipment or data from viruses, plug-ins, or other Internet borne programs is the sole responsibility of the patron.

Eligibility

The Glenview Public Library provides Internet access for patrons of all ages. Access to all Library computers, except Express workstations, requires a valid library card registered in the Glenview Public Library database.

- **Children and Youth:** Children up to age 13 must use Internet computers provided in the Library's Youth Services Department. All workstations in this area are filtered. The Library provides early literacy workstations (AWE stations) for toddlers and young children in the Youth Services Department. These are not Internet accessible.
- **Teens:** Recognizing that the needs of high school students differ greatly from those of younger children, the Glenview Public Library has designated a separate area for teens, ages 14 through 17, in its Teen Scene room. All workstations in the Teen Scene room are filtered.
- **Adults:** All patrons ages 16 and over are eligible to use the Library's adult computer workstations located on the second floor of the Library. All workstations in this area are unfiltered. Patrons who prefer a quieter venue may opt to request a workstation in the Library's Technology Lab. Use of the Technology Lab by individual patrons is dependent upon availability. Use of the Technology Lab is governed by both the Internet Access Policy and the Library's Technology Lab policy.
- **Express Workstations:** The Library provides six Internet workstations on the first floor for those individuals who do not have a valid library card registered in the Glenview Public Library database. These workstations are intended for quick access, providing 15 minutes of access to the Internet.

Registration

Registration is required for access to most Internet workstations. Some workstations may be reserved for the exclusive use of Library programs. An individual's valid library card is required to schedule or begin a computer session. Patrons must use their own personal library card for workstation access; use of another patron's ID or Internet session/log-in is prohibited.

The Library uses the PC Reservation system to schedule computer sessions. This software product allows patrons to scan their library barcode at the Reservation Station. The software then selects the next available computer for their use, assigning the user a computer workstation and a reservation number. The patron can then log in to the assigned computer for a specified period of time. The Library reserves the right to set time limits and priority use restrictions for Internet workstations as conditions warrant.

User's Responsibilities– Rules of Conduct

- Users may contact fee-based services and online shopping services while using the Internet, but must assume responsibility for any charges incurred
- Food or drink is not allowed near the computers
- A maximum of 2 persons may work at a computer terminal at one time
- Users must respect the privacy of others; noise & conversation must be kept to a minimum
- Users shall not represent themselves as another person, real or imagined

Examples of inappropriate use include, but are not limited to, the following:

- Any use that violates U.S., state, or local laws
- Transmitting threatening, obscene, or harassing materials, including the use of profanity or offensive language
- Violation of software licensing agreements
- Intentional propagation of computer viruses
- Gambling
- Violation of copyright laws
- Deliberate tampering with any Library computer equipment or network security, including attempting to change, or changing, the configuration of Library computer equipment, software settings, or files belonging to the Library, other users, or external networks and websites
- Damaging the Library's computer system, software, or data
- Loading or downloading software from the Internet or using personal software programs on the Library's computers
- Computer use that in any way interferes with or impedes the use by others, such as deliberately crashing a computer, consuming large amounts of system resources, locking out files, or any other type of interference with system operations
- Distribution of unsolicited advertising
- Accessing, displaying, printing, or transmitting pornographic, obscene, or sexually explicit material

Failure to follow any of these procedures/policies, or violating any other Library behavior policies while using the Library workstations, will result in suspension or revocation of Internet/workstation privileges. Specifically:

- First time offense will result in immediate loss of Internet privileges for that day and the following day.
- Second offenses will result in loss of Internet privileges, including the use of all Express Internet Stations for one (1) week. The patron's library card will be barred for this period, although he/she may use the library itself during this time.
- Third offenses will result in loss of ALL Library privileges for one (1) month. In instances when a patron is barred from the Library for one (1) month, the patron's Library card will be barred, and only reinstated after a meeting is arranged with the Assistant Director.
- Consequences for any subsequent offenses will be addressed on a case by case basis.

Violation of this Policy will result in termination of the Internet session. Other suspensions of privileges may occur, including access to Library property. The Library may contact law enforcement authorities or seek legal action if determined appropriate.

Downloading

Patrons may download to portable storage devices. They may provide their own device or purchase one from the Library. The Library is not responsible for any loss or damage to portable storage devices or data as a result of downloading. The integrity of files on any device cannot be guaranteed, and users are encouraged to save often and back up important information. The Library cannot be held responsible for loss of data or files.

Loading or downloading software from the Internet or using personal software programs on the Library's computers is prohibited.

Printing

There is a fee for computer printouts, whether black and white or color. Due to the configuration of the Library's printers, patrons may not use their own paper or envelopes in the Library's printers. Patrons may purchase copy cards for \$1.00; Glenview Public Library cardholders may add value to their Library card (those with magnetic strips) and use their card to pay for printing.

Staff Assistance

Library staff will help users navigate the Internet as time permits; however, Library staff cannot provide in-depth training. Use of the computer workstations implies that the patron has basic knowledge of their operation.

Privacy and Security on the Internet

In keeping with the Library's policies and state and federal laws, the Library strives to protect users' rights to privacy and confidentiality of their library records. The Library avoids unnecessarily collecting or maintaining records that could compromise the privacy of users. Electronic communication by its nature may not be secure and networks are sometimes compromised. The Library cannot guarantee the security of any online transactions.

Additionally, Internet workstations are located in public areas, where others might view computer screens. It is the responsibility of each user to judge if a website provides sufficient security for the user's needs. Privacy cannot be guaranteed for any patron using the Internet due to the proximity of other patrons and the security limitations of electronic files.

Illinois Century Network

The Glenview Public Library is part of the Illinois Century Network. Patrons using the Internet must also abide by the Illinois Century Network's "Acceptable Use Policy," available at www.illinois.net/AUP.pdf. The ICN reserves the right to modify its Policy at any time to stay in compliance with all known laws, regulations, policies, and security requirements that may be established by appropriate legislative or regulatory authorities or enacted by ICN management. By using ICN services, any customer, employee or third party unconditionally accepts the terms of this policy and releases the ICN, its staff, and any institutions with which they are affiliated from any and all claims and damages of any nature arising from the use of, or inability to use, the system.

The ICN is a publicly owned private network for use by authorized users. Authorized users are subject to monitoring of all activities on ICN systems and recorded by ICN staff during routine network monitoring for the purpose of security and network performance audits. Any user of ICN systems expressly consents to such routine monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, ICN staff may provide the evidence of such monitoring to law enforcement officials.

The ICN may be used only for lawful purposes. Transmission, distribution or storage of any material in violation of any applicable law or regulation coming to or from any unauthorized network or system is prohibited. This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property rights used without proper authorization; government and military data protected by law and applicable national security policies and concerns; ICN data protected by public policy; and material that, in ICN's sole discretion, is obscene, defamatory, constitutes an illegal threat, or violates export control laws or any other laws or applicable regulations. Unauthorized access to or use of data, systems or networks, including any attempt to probe, damage, scan or test the vulnerability of a system or network or to breach security or authentication measures without express authorization of the owner of the system or network is strictly prohibited. Any violation of the above which compromises the integrity of the ICN or any other network connected to the ICN is strictly prohibited, and may result in criminal and/or civil liability.