

Technology Lab Policy

Introduction

The Glenview Public Library Technology Lab offers state-of-the-art equipment to facilitate the training of library staff and members of the public in a variety of popular computer software programs, Internet search engines and electronic databases. The Technology Lab is designed to offer equipment for hands on training experience for the end user. The Technology Lab supports the Library's mission to educate, enrich, inspire and entertain.

The Glenview Public Library Technology Lab is intended for educational use by Library staff, for workshops and computer skills classes for the general public, and for technology training by Glenview-based organizations and corporations. When not being used for any of these purposes, the Technology Lab is open to members of the public during normal Library hours for their personal computing needs. However, library-sponsored programs, classes and workshops, or other activities authorized by the Library take precedence over individual patron use.

Availability & Priority Of Use

Priority for use of the Glenview Public Library Technology Lab is assigned in the following order:

- First, Library sponsored technology training classes, programs and activities;
- Second, technology-related programs sponsored by the Friends of the Glenview Public Library
- Third, technology-related programs or classes sponsored by the Glenview Park District;
- Fourth, technology-related programs or classes offered by the Village of Glenview or other agencies or departments of local government;
- Fifth, other technology-related training programs which are in keeping with the mission and facilities of the Library, sponsored by local community groups and organizations or corporate entities; and
- Sixth, open public use.

When the Technology Lab is not scheduled for training purposes, individuals may avail themselves of these facilities in accordance with this Glenview Public Library Technology Lab Policy, and other applicable Glenview Public Library Policies.

Application

Individual Use:

The Glenview Public Library Technology Lab is available for individual use during all hours that the Library is open, provided that no training programs, classes or workshops are scheduled to conflict with individual patron use. All workstations in the Technology Lab are unfiltered; patrons accessing the Internet at these stations must be 16 years of age or older,

with the exception of any child or youth registered in a training session specifically geared toward that age group.

An individual must have a valid library card to schedule or initiate a computer session. Individuals wishing to register for a computer in the Technology Lab may do so by using the Library's PC Reservation System, located in the Public Computing area.

- Individuals may sign up to use a computer in the Technology Lab by selecting the "Technology Lab" option in the Library's PC Reservation System.
- Individual users may elect to make a reservation for up to three, one-hour sessions per day. A patron may elect to extend a session for 20 minutes by clicking "yes" to the pop-up message that appears on the screen when there is 10 minutes left in their initial, one-hour session. This pop-up screen appears *only* if there is no reservation for that particular computer.
- Individuals will be required to vacate the Technology Lab one hour prior to scheduled classes, workshops or other programs.
- Individual use of the computer workstations in the Technology Lab is governed by the Glenview Public Library's Internet Access, Behavior, and Technology Lab Policies. All persons using the Lab must abide by these rules.

Group Use

Non-Profit Groups:

The Technology Training Lab is available to local area non-profit groups, including the Friends of the Library, the Glenview Park District, the Village of Glenview and other Glenview-based governmental agencies.

Private Group Use:

The Technology Lab may be used by local corporations as well as other outside groups and organizations, as outlined in the "**Room Rental Fees**" section of this policy (see below).

All non-library groups that want to reserve the Technology Lab must complete the Technology Lab Application and submit it to the Library's Business Office for consideration. The Library Director is authorized to grant or deny permission for use of the Lab by individual organizations, pursuant to the provisions of this Technology Lab Policy.

- Applications for use of the Library's Technology Lab shall be reviewed in order of receipt per priority in scheduling listed above – See **Availability & Priority of Use**
- Reservations for use of the Library's Technology Lab may not be made less than fourteen (14) days and not more than three (3) months in advance of the program.
- Approval or denial of applications will be made in writing, whenever time allows. Oral, electronic or written notice will be given to the person who signed the Technology Lab application.
- No group shall reassign or transfer its permission to use the Technology Lab (time or date) to any other group/organization.
- An authorized, responsible contact person or a designated trainer, who is at least twenty-one years of age, must serve as the contact person to interface with Library Staff for each

Technology Lab booking. This contact person must have a valid Glenview Public Library card in good standing, and must agree, in writing, to accept responsibility for the use of all Library owned property and equipment as outlined in the Library's Internet Use and Behavior Policies.

- The organization's trainer is expected to make an appointment to meet with the Glenview Public Library's IT Staff a minimum of one week in advance of the reserved date, to familiarize him/herself with what is available for use in the Library's Technology Lab, and to receive training in the use of the Library's Technology Lab and its equipment.
- The contact person or designated trainer is expected to be in attendance for the entire time that the Technology Lab is being used.
- All groups or organizations utilizing the Library's Technology Lab are limited to a maximum of twenty-two participants, exclusive of the instructor or trainer, with no more than one individual per PC.
- Children or student groups must have adult supervision by a person at least twenty-one years of age, or be participants in a Glenview Public Library sponsored program; Children or student groups of eleven or more must have two adults present throughout the program.
- Cancellation of a scheduled class or program with less than twenty-four (24) hours notice will result in forfeiture of any/all Technology Lab fees paid.
- The Library reserves the right to cancel any reservation to use the Technology Training Lab. Where circumstances permit, the Library will attempt to provide the group with thirty (30) days' notice.
- If a user/organization violates any Library or Technology Lab Policy, the Library reserves the right to cancel or suspend use of the Technology Lab by that particular user/organization.
- The Library reserves the right to request/require a Certificate of Insurance from the group or organization applying for use of the Technology Training Lab, to be submitted with the completed Technology Lab Application.

General Rules Of Conduct

- Individual and groups using the Library's Technology Lab agree to follow the Library's Behavior Guidelines, Internet Use and other Board-approved policies and procedures governing usage of the Library and its equipment.
- Individuals and groups are also governed by the Library's policies regarding downloading and printing, including compliance with all Federal Copyright Laws.
- Users of the Technology Lab agree to cease use of the Lab immediately upon notice from Library Staff.
- Food and beverages are prohibited in the Technology Lab.
- Library staff may enter the Technology Training Lab at any time.

- Patron or group use is limited to the software installed on the computers; installation of other software on Library computers and workstations is not permitted.
- Individuals or organizations utilizing the Library's Technology Training Lab shall not tamper with or alter existing settings on any Library equipment, including but not limited to, printers, PCs, and audiovisual control equipment. Any such changes are in violation of this Technology Lab Policy.
- Work may be temporarily saved on the hard drive; however, all work must be deleted at the close of the day. Patrons should plan to save work to their own USB drive or other device.
- The Glenview Public Library is not responsible for damage to any patron's portable device or computer, or for any loss of data, that may occur from the patron's use of Library computers.
- Personal headphones may be used in connection with Library computers; headphones are available for purchase at the Library's Circulation Desk
- Users/Organizations are responsible for cleaning up after themselves and putting things in order. The Library is not responsible for any personal items left in the Lab.

Room Rental Fees

The Glenview Public Library Technology Lab is available on an hourly basis for use by local area not-for-profit and non business-related clubs/organizations, as well as corporate businesses and other entities needing a technology training space. Usage fee includes staff time, as specified.

- All fees are on an hourly basis, as follows:
 - Not for profit and non business-related clubs/organizations:
 - Hourly rates:
 - \$50.00 (Fifty dollars) for the first hour
 - \$25.00 (Twenty-five dollars) for each subsequent hour or part thereof
 - Local Area Businesses and other corporate entities:
 - Hourly rates:
 - \$75.00 (Seventy-five dollars) for the first hour
 - \$50.00 (Fifty dollars) for each subsequent hour or part thereof
 - Fees include staff assistance as follows:
 - Consultation with the organization/business' trainer regarding Technology Lab equipment and software compatibility
 - After consultation with the Library's IT staff, if it is determined that the contact person/trainer is not sufficiently knowledgeable to operate the Library's equipment without assistance, arrangements must be made with IT staff to operate equipment at the rate of \$50.00 (Fifty dollars)/hour.
 - Staff setting –up and shutting down the Technology Lab, including the turning on and off of all PCs, printer and projection equipment

- Staff assistance with any technical difficulties that might occur during the course of a program
- Library Staff is also available to assist with the presentation of the program; however, Library Staff will not act as a primary instructor or trainer except with prior approval of the Library Director or her/his designated agent.

All fees are due to the Library's Business Office on or before the organization's appointment to meet with the Glenview Public Library's IT Staff. This date shall be at least seven (7) days prior to the scheduled program or workshop.

- Checks should be made payable to the Glenview Public Library. The fee may also be mailed to the Glenview Public Library, to the attention of the Business Office.
 - Fees shall not be charged to the Friends of the Glenview Library, the Glenview Park District, or the Village of Glenview.

Technology Lab Equipment

- 22 PCs with monitors for students
- 1 PC with Smart Board monitor for instructor
- Projector
- Blu-Ray DVD player
- 2 assistive listening devices
- Lavalier microphone
- Pay for Print Printer (Color/Black & White)

Damages & Liabilities

- Each group or organization using the Glenview Public Library's Technology Training Lab must indemnify and hold harmless the Glenview Public Library (and the Village of Glenview) for any injury and damages which may be sustained by the individual users of the group or organization from using the Library's equipment in the Technology Training Lab.
- In addition, each group or organization using the Library's Technology Training Lab shall be responsible for damage to the room and its contents, including any Library equipment, used by the group. A charge will be assessed for any special cleaning or repairs made necessary by a group. The cost of repairs, up to full replacement costs of damaged materials and equipment, will be assessed.

Endorsement

The Glenview Public Library reserves the right to refuse use of its Technology Lab for any program deemed unsuitable for the Library's facilities or incompatible with its purposes. Use of the Technology Lab may not disrupt Library users or staff, and the Library reserves the right to terminate any meeting, program or event that disrupts or interferes with normal Library operations.

The use of the Library's Technology Lab does not constitute Library endorsement of the philosophies, practices or viewpoints of presenters, participants or attendees. The Library is not responsible for the content of the meetings, programs or events held on its premises.

Withdrawal Of Privileges

The Library reserves the right to revoke permission to use the Technology Training Lab to any individual, group or organization that violates or refuses to comply with the rules and regulations established for use of the Meeting Rooms.