



PROCEDURE

SECTION: 06.01.a

SUBJECT: Computer and Acceptable
Internet UseComputer Access

Access to Richmond Public Library computers is available free of charge to customers who have valid Richmond Public Library cards.

Each time a library customer signs up to use a workstation, he/she is acknowledging his/her awareness of an agreement to abide by the library's computer and Internet acceptable use policies and procedures, some of which are legal mandates of the Commonwealth of Virginia.

A customer should have his/her library card on hand to sign up for computer time. Staff will not look up a library card number for a customer.

Computer time may be extended at the discretion of staff, who may have to take into consideration the number of computers available and the number of people waiting to use them. The following examples are legitimate reasons for extending time:

- Homework (for students of all ages)
- Job resumes
- Job searches
- Job applications
- Filing for unemployment
- Online testing
- Other computer usage deemed appropriate by staff

Guest User Registration

Guest User registration is designated only for those individuals not eligible for a free library card and is valid only for the use of public access computers. Guest cards expire in thirty days. Guest Users must present a current photo ID.

Follow the following steps to issue a new guest library card to a guest customer:

1. Verify with the customer picture ID.
2. Check patron name and either SSN or Driver's License number in SIRSI.
3. Using the information customer has given, begin entering information.
 - a. Using designated PC Guest cards (white paper), write patron name on front of card.
 - b. Enter customer name- Last name, First name and Middle Initial.
 - c. Select "PC Guest" under profile name.
 - d. On *Extended Information tab*, make note of date and staff person initials.
 - e. Hand card to customer. Tell customer that the card is good only for PC access and will expire in 30 days.

Basic Computer Assistance

Staff will provide very basic Internet search assistance or very basic Word or Excel assistance. If more instruction is needed than staff can provide quickly, recommend library computer classes to the customer. In the absence of classes at the Library, materials for study or classes elsewhere may be recommended.

Staff will provide basic assistance in establishing an email account.

Staff will provide printing assistance.

Staff will demonstrate access to databases available on the Library web page and demonstrate search strategies.

Staff will not do extensive computer-based research for a customer.

Staff will not type customer resumes or other documents.

Using the Management PC to Disconnect Public PCs

In the event of a fire alarm or other building emergency, use the management PC to terminate all public PCs at once. Remove the keys from the cash register and (at Main computer lab) cash box.

Customer Rules of Conduct

Rules of conduct apply to computer users. If a customer is violating any of the rules of conduct, explain the expectations and hand the customer a copy of the rules of conduct policy. If the customer persists in the behavior, end the computer session. If there is repeated abuse of Library policies, forward the patron's name, address, library card number and an incident report to the Deputy Director for Public Services, who will notify the customer in writing that computer use privileges have been suspended.

Cell Phone Use at the Computers

The rules of conduct concerning cell phone use in the libraries apply to cell phone use in the computer labs as well. If a patron is using his/her cell phone, say to the patron: "I'm sorry, but cell phone use is not permitted in the Library. Please conclude your conversation now." Hand the patron a copy of the rules of conduct as you speak to him/her.

Child Pornography

If at all possible, have two staff members or a staff member and the Security Officer as witnesses of content displayed on a customer's PC.

If a customer is observed viewing child pornography, after verification by two staff members, call police. Without shutting down the computer session, make a note of the customer's library card number, ask to see identification, tell the customer that the content he is viewing is in violation of the Library's computer use policy, hand him a copy of the policy, and ask him to step away from the terminal. Do not log off or shut down PC because this destroys evidence. You may turn off the monitor only. Document the web site by noting the web address. Take the PC out of service by covering the monitor with a sign. Forward the patron's name, address, library card number and an incident report, including the web address of the site accessed, to the Deputy Director for Public Services, who will notify customer of the loss of computer privileges. The Deputy Director for Public Services will forward this information to the Library Customer Services Coordinator to be noted in the customer's record. If the police need to take the computer for evidence, make a note of the City tag number, the serial number, and the make and model of the computer. Send this information to Automation. Also, get a written, signed receipt or document that states police have removed the PC from the Library.

Other Offensive/Objectionable Material

If a customer is observed viewing material that could be considered offensive/objectionable, make a note of the customer's library card number, warn the customer that the content he is viewing is in violation of the Library's computer use policy, hand him a copy of the policy and ask him to exit that web site. He may continue to use the Internet if he exits the questionable web site. Staff on site should make a note in the customer's patron record of the warning and the date.

If a customer has received a first-time warning, the warning has been noted in his patron record, and he is again observed viewing material that could be considered offensive/objectionable, ask the customer to leave the PC station. Staff should document the site accessed. Forward the customer's name, address, library card number and documentation to the Deputy Director for Public Services, who will notify the customer in writing of suspension of computer use privileges. The Deputy Director for Public Services will forward this information to the Library Customer Service Coordinator to be noted in customer's record.

Use of Another Person's Library Card

If staff discover that a customer has signed on to the PC using someone else's library card, make a note of the library card number being used and the person to whom it is registered, and forward this information to the Deputy Director for Public Services, who will notify the cardholder in writing that he/she is responsible for the use of his/her card, that someone had used his/her card in violation of computer use policy, and that continued inappropriate use could result in suspension of the cardholder's own computer use privileges. The Deputy Director for Public Services will forward this information to the Library Customer Service Coordinator to be noted in customer's record.

If staff discover that a customer's card has been used a second time by another customer, and if the library cardholder's record indicates that a notice had been sent after the first use of the card, forward the cardholder's name, address and library card number to the Deputy Director for Public Services, who will send a letter notifying the cardholder of suspension of computer use privileges. The Deputy Director for Public Services will forward this information to the Library Customer Service Coordinator to be noted in customer's record.

If Customer has Disabled Envisionware Time Management

If the customer has bypassed Envisionware's time management, the clock window will not appear on the screen. Note the customer's library card number. Hand the customer a copy of the Computer Use Policy and say: "I'm sorry, but you must use the computers according to the guidelines the Library has established. Please end your session. Another attempt to bypass the time management program will result in suspension of your computer use privileges."

If a patron is using a PC on which an unidentified customer has previously disabled time management, staff should advise the new customer that the PC must be logged off in order to restore Envisionware. For each violation, send an incident report including customer's name, address, and library card number to the Deputy Director located at the Main Library.

Approved: June, 2006
Revised: September 2006
Revised: April 2011
Reviewed: February 2012