

Computer Use and Internet Policies

Acceptable Computer Use

1. Computer time must be scheduled at the main desk with the Conant Public Library staff. The user may request a preferred computer if available, or otherwise a computer will be specified by staff. If others are waiting to use a computer and all of them are in use or a particular computer is needed due to its unique characteristics, the user will be asked to comply with the posted time limit.
2. Any computer work that needs to be saved must be downloaded to a storage device provided by the user. Work may not be saved to the hard drive. Any files saved on the computer will be erased on reboot.
3. For any printouts made, a standard fee will be charged to help cover the cost of materials. Failure to pay for printouts or to make arrangements to pay later may result in denial of computer privileges. Parents or guardians will be responsible for paying for pages printed by their child.
4. Damage or problems caused by a user's device that was connected to a library computer or network may result in costs being charged to the responsible person. If intentional, future computer and/or library privileges will be denied.
5. The Library's computers may not be used for any illegal purposes. This includes but is not limited to hacking, child pornography, copyright violations, and bullying, threats, or other harassment. It is the responsibility of the user to not violate any laws when using the Internet. The Library will cooperate with law enforcement or investigations as required by law.
6. Users are responsible for the cost of any goods or extra services he/she has contracted for over the Internet. Users must make their own arrangements to pay and may not bill charges to the Library or its account. Any user incurring charges to the Library, whether intentionally or accidentally, will be responsible for promptly reimbursing the Library for those charges. Parents or guardians will be responsible for paying for any charges their child may incur while accessing the Internet.
7. Computer users must be considerate of other library and computer users, and not cause offense or disturbance during or through use of the computer. Excessive discussions with other users, loud commentary or laughter, display of offensive material on the computer screen, or cell phone use while at the computer may result in the denial of computer use or a request to move to another area temporarily. Library users personally disturbed by the behavior of another are requested to alert the library staff.
8. Library users engaging in email or other online communication must use their own accounts.
9. Any library user who violates any of the above library computer use policies, shall be denied the use of the computers for a time to be determined by the Library Director.
10. Any library user who has unpaid library fines missing, or damaged items, or owes payment for printouts, will be denied use of the computers until payment is completed.
11. Users should notify a librarian if they notice any issues with hardware or software that need to be corrected by the Library staff.

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Internet Protection Policy

1. The Conant Public Library has no control over materials found on the Internet. Due to the nature of the Internet, not all the information will be accurate, up-to-date, reliable or complete. The Library takes no responsibility for quality of information or images found.
2. Due to the imperfect nature of available Internet filtering systems, the Library does not use filters to limit access to Internet content, nor to protect users from information on the Internet they might find offensive, controversial, or inappropriate. Library card holders wishing to access the Internet on the library's public access computers must first sign a one-time **Internet Use Agreement**, acknowledging this and other elements of the Library's computer policies. Non card-holders must sign an **Internet Use Agreement** on each day that they wish to use the Internet .
3. Children under the age of 18 must have the signed consent of a parent or guardian to use the Internet on library computers. This can be done on a permanent (until revoked) basis. Children under 18 who do not have approval for Internet access from a parent or legal guardian will not be allowed to use any Internet-connected library computer.
4. Once a child has appropriately signed permission to access the Internet, the Library staff will allow the child to use any of the public computers. The Library staff will not monitor any child's use of the Internet, nor censor what they may find there. The role of supervising or monitoring a child's access to the Internet, as for any other Library resource, is appropriately that of the child's parents or guardians, and not the Library staff.
5. Children under the age of 13 may only use the computer in the children's room which may have additional filters.
6. The Library provides password-protected wireless ("WiFi") Internet access that may be used by anyone using a WiFi-capable device who knows the password. The library takes no responsibility for the security or content of materials transmitted, received, or intercepted on the library WiFi access.
7. Use of the Library's public access computers for Internet access is also governed by the Library's policies for Acceptable Computer Use.

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Social Media Policy

The Conant Public Library participates in various social media applications whereby library staff and community members can interact through virtual (online) communication. Libraries should serve their communities and help to create new communities. Social media offer a way for us to extend this service into the digital world. The Conant Public Library encourages the use of social media to further the outcomes of the library and to assist us in our mission to better engage with our community. To ensure that communication through library social media networks is consistent and in the best interest of the library, this policy provides guidelines for the use of social media.

We have established social media sites primarily in order to:

1. Inform patrons about library programs, events and services, including encouraging dialogue and an exchange of information between staff and patrons.

2. Provide a method for community feedback.
3. Foster the exchange of ideas among colleagues within the professional library community.
4. Provide better overall service to our patrons.

Definition of Social Media

Social media is defined as any website or application which allows users to share information. Social media can include, but is not limited to, blogging, instant messaging, social networking sites, wikis, and posts to the library website. Examples of such sites are Twitter, Facebook, Instagram, YouTube, and various blogging sites like Blogger and WordPress.

All Conant Public Library social media platforms created by employees will be subject to approval by the Library Director and the Board of Trustee.

1. All library social media sites shall be kept up to date with content relevant to the library's mission and of interest to its patrons. This material should serve to inform and engage patrons and encourage dialogue.
2. Information posted by the Conant Public Library should be consistent across social media platforms and with the library website.
3. All social media accounts shall be identified as belonging to the Conant Public Library and shall include a library logo.

Administration of the library's social media networks shall be as follows:

The Library Director will maintain a list of social media platforms that are in use including login credentials and who is responsible for administration of the account. The Library Director social media platform will be responsible for the day to day administration of the account. When possible, the administration of the pages/account should include at least 1 member of the Board of Trustees and may include other additional staff as deemed appropriate by the Library Director. Staff members should always keep in mind that when responding to comments or posting on behalf of the library, that they are speaking for the library, not themselves.

These duties will include:

- Posting frequent, current, relevant items that are of interest to our patrons and the library community as a whole.
- Responding in a timely way to all communications made through social media.
- Moderating postings and conversations on social media to ensure that they are in compliance with this policy.
- Ensuring that the social media account serves to promote the goals of the Conant Public Library.

Privacy

The Library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate library-related information with users on that site. Users may remove themselves at any time from the Library's "friends" or "follower" lists. Users should be aware that third party platforms have their own privacy policies and should proceed accordingly.

Parental Controls

As with more traditional resources, the Library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media applications.

Commenting

Comments, posts, and messages are welcome on the Conant Public Library social media sites. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). All postings which contain any of the following will be removed at the sole discretion of the library:

- Obscene or racist content
- Content that would be considered hate speech
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent of individual
- Comments totally unrelated to the content of the library, its mission, or its activities
- Hyperlinks to material that is not directly related to the discussion topic
- Commercial promotions or spam
- Organized political activity
- Photos, images, or other media that fall in any of the above categories

If a particular post is about a particular individual on staff, that individual shall not have the authority to remove that post, but may request that the Library Director have it removed if they feel that it is abusive.

All posts or comments should be saved as screenshots prior to being removed. Physical threats should be reported to the police department along with the screenshot along with any information that is available such as the author of the post (or their username), when it was posted, and on what social media platform. The library shall retain these records in case they are needed for evidence in the future.

Liability and Participation

The Conant Public Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social media, and does not endorse content outside of the pages maintained by the Library. The library reserves the right to use any comments, posts, and messages on library social media sites for use in public relations and marketing materials. The Library will remove any personal information from the comment/post/message such as last name, school, phone, or e-mail.

The Library is not responsible for other people viewing or accessing personal accounts/profiles that are left open on computers in the Library.

Participation in the Conant Public Library's social media implies agreement with all Library policies, including its Social Media Policy and Computer Use and Internet Safety Policy, and the Terms of Service of each individual third-party service.

By posting a comment or other content you agree to indemnify the Conant Public Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred which arise out of, or are related to the content that you post.

The Conant Public Library reserves the right to monitor content before or after it is posted on all its social media sites, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate. The Conant Public Library also reserves the right to edit or modify any submissions in response to requests, feedback or other commentary.

Notwithstanding the foregoing, the Conant Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the Library's social media.

If a user does not agree to these terms, they are not to use services provided.

Ongoing Use Evaluation

The role and utility of social media in relation to the goals and purposes of the Library will be evaluated periodically by the Library staff and Board of Trustees, and may be terminated at any time without notice to subscribers. The Library Director may close accounts if necessary.

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