



STANDARD OPERATING PROCEDURES

DATE: December 1, 2015
LEAD DEPARTMENT: Library
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Internet/Public Computer Access

PURPOSE

It is the goal of the Los Gatos Library to provide access to the internet and information resources equitably to all library users, within the limits of available resources.

SCOPE

This policy applies to all library patrons and all Library computer equipment.

POLICY

The Los Gatos Library recognizes the right of individuals to determine what is most appropriate for their needs. Users should be aware that information accessed via the Internet may be controversial, inaccurate or dated. The Library makes a distinction between access to information via the internet and selection of library materials, which are subject to its materials selection policy. The Library does not monitor and has no control over the information viewed through the internet and cannot be responsible for its content. As with other library materials and services, parents or legal guardians are responsible for the information selected or accessed by their children.

The same principles that guide the use of other library resources apply to use of the internet. The Library expects patrons to use these resources in a responsible manner, respecting the rights of others and bearing in mind that the Library is a public facility, serving all segments of the population. It is **not acceptable** to use Los Gatos Library internet or wireless access to:

- Expose children, other patrons, or staff to obscene, harmful, or offensive material.
- Degrade or disrupt equipment or system performance by manipulating the computer systems to override established time limits, vandalizing or abusing computer equipment, or hacking into the computer system.
- Invade the privacy of individuals by making any loud or unreasonable noise, or other disturbance, including disruptive use of personal communications or entertainment devices, or by vandalizing the data of any other user.
- Gain unauthorized access to resources or entities.
- Violate Federal, State, or local laws and regulations.

Patrons who do not abide by these guidelines as well as the Library's Rules of Conduct may be denied internet access in the Library.

The Los Gatos Library assumes no responsibility for any damage, direct or indirect, that users or anyone else may suffer through Library access to the internet.

PROCEDURES

1. A Los Gatos Library card must be used to log on to the Internet. Guest passes are available for visitors who cannot get a library card.
2. In order to gain access to the Internet on Library computers, patrons must accept the terms of use as stated in the Internet and Computer Usage Policy.
3. Internet customers must use their own account (or one guest account) to register for sessions. Customers may not use the account of minor children, their friends, or anyone else to log on to the internet.
4. Computers for Internet access are available on a first come, first served basis and will shut down 5 minutes before closing.
5. Internet use will be managed in a manner consistent with the Library's policy on acceptable use.
6. Computer session will time out after 5 minutes of non-use. Library staff may end a computer session at any time if the logged in user leaves the Library premises or does not comply with this policy.
7. Time extensions are granted at the sole discretion of Library Staff based on demand for the public computers.
8. Once computers are shut down, all files are deleted from the system. Patrons may bring USB flash drives to store their files. The Library is not responsible for damage to disks, any loss of data, or damage or liability that may occur from a Patron's use of library's computers.
9. Patrons who wish to hear audio content on Library computers must use headphones. Headphones are available to purchase at the Adult Information desk.
10. Time Limits and Computer Areas:

Children's Room

Since use of the Children's Room is dedicated to and for the needs of children, so are the Internet stations. Sessions on these stations are for 30 minutes.

Teen Room

Since use of the Teen Room is dedicated to and for the needs of teens, so are the Internet Stations. These stations are for Teen use only. Sessions on these stations are for 120 minutes.

Main Room

These computers have no age restrictions, but are limited to one user per computer. Sessions on these stations are for 120 minutes.

Technology Lab

These computers are available for public use when not being used to host a Library program. These computers have no age restrictions, but are reserved for multiple users per computer. Sessions on these stations are for 120 minutes.

Attempting to evade or bypass computer time limits by using multiple library cards, or by requesting guest passes to extend time, may result in the loss of computer use privileges.