

<b>TITLE:</b>	Electronic Information Networks and Public Library Computers Use Policy		
<b>SCOPE:</b>	This policy applies to all River Grove Public Library Patrons, whether or not they are registered River Grove Public Library card holders.		
<b>ISSUED:</b>	February 8, 2017	<b>REVISED:</b>	N/A
<b>RESPONSIBLE:</b>	River Grove Public Library District Board of Trustees		

## I. Policy Overview

The River Grove Public Library District ("the Library") endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the District's Patrons ("Patrons"). It is within this context that the Library provides access to electronic information, databases, media, and the Internet ("Electronic Information Networks"). Patrons can access the Electronic Information Networks inside or outside of the Library using their own computer systems or personal devices. The Library also provides access to Electronic Information Networks on desktop and portable laptop computer equipment on the Library's premises made available to the public ("Public Library Computers"). Providing access to Electronic Information Networks is intended primarily for use as an information resource tool and is consistent with the Library's collection development policy and mission statement. Electronic Information Networks and Public Library Computers will be collectively referred to as "Electronic Resources".

## II. Patron Rights, Responsibilities, and Risks

Electronic Information Networks are dynamic, global resources that provide access to a wide variety of information. The Library does not have control over these resources and is not responsible for the content, availability, reliability, currency, accuracy or appropriateness of information accessed via their use. Library patrons use these resources at their own discretion and the Library is not responsible for any damages, indirect or direct, including but not limited to loss of data or any violation of privacy, arising from a Library patron's use of Electronic Resources. Patrons using Electronic Resources agree that the Library may need to monitor computer use from time to time as an operational necessity. Furthermore, the Library may be required to disclose any information if directed to do so by a court of competent jurisdiction. The Library reserves the authority to reasonably regulate these resources to ensure the proper and efficient operation of the Library.

Library patrons have certain rights with respect to the use of Electronic Resources. Library patrons have the right to equitable access and the right to reasonable privacy in the use of Electronic Resources to the extent possible given certain constraints, such as proximity of other patrons and staff in public access settings. Patrons also have the right to access and read all patron-related Library service policies, and discuss questions with the appropriate Library staff. This policy is part of the Library's overall policy structure and should be interpreted in conjunction with other existing policies. Copies of all patron related Library policies are available upon request and on the Library's website.

The Library recognizes that the Internet contains material that is inappropriate for children and that may be objectionable to some adults. The Library also recognizes that it is a parent's responsibility and right to guide his/her minor child's Library use. Parents or legal guardians, not the Library or its staff, are responsible for information selected, transmitted, and/or accessed by their children. The Library encourages parents to monitor and supervise their children's Internet use.

## III. Rules and Guidelines for Use

The following rules and procedures apply to all users of the Library's Electronic Resources.

- Patrons will need to acknowledge the "Statement of Acceptable Use" (Section VII below) at the start of each computer session.
- Patrons who are 11 to 17 years old, in addition to their own signature, will need the signature of a present parent or legal guardian.
- Patrons age 10 and under must be accompanied and supervised by a responsible adult.
- Patrons use the computers on first come, first served basis, in 30 minutes increments. If someone is waiting to use a computer, the earliest patron will be given 5 minutes notice to finish up so the next person can use the computer.
- The Library does not provide instruction, however Circulation staff can suggest resources to help Patrons learn to use the software and navigate the Internet.
- One person per computer.
- Patrons will not bring liquids or food by the computers.
- Patrons will abide by copyright laws, intellectual property, privacy, or publicity rights. Plagiarism in any form is prohibited.
- Do not reference or cite Library clients, partners, or customers without their express consent.
- Library logos and trademarks may not be used without written consent.
- These are public use computers. Nothing is saved on the hard drive. If Patrons want to save any work, please bring a flash drive or buy one at the circulation desk.
- Library staff will give verbal notice 30 minutes before closing, giving Patrons an additional 15 minutes to finish work and printing. The computer stations will be shut down 15 minutes before closing.

## IV. Social Media

For the purpose of this policy, social media and related technology is defined as any web application, site, account, or forum that allows for open communication on the Internet and includes, but is not limited to:

- Social Networking sites (LinkedIn, Facebook, Pinterest)
- Micro-blogging Sites (Twitter)
- Instant Messaging Tools
- Online Encyclopedias and Wiki posts (Wikipedia)
- Video and Photo-sharing Websites (YouTube, Flickr, Tumblr, Instagram)
- Chat rooms, podcasts, discussion forums, blogs
- Other forms of online journals, diaries or personal newsletters not affiliated with the River Grove Public Library

The River Grove Public Library recognizes that social media is regularly used as a form of communication. In an effort to better serve the educational, informational, cultural and recreational needs of its patrons, the Library uses social media to increase awareness of and accessibility to its programs, resources and services. This policy is not intended to restrict communications or actions protected or required by state or federal law.

The Library recognizes and respects differing opinions and welcomes "posts" on any of the Library's social media sites or blogs, but does not endorse the opinions expressed in posts on its social media sites. All posts will be monitored regularly and reviewed for content and appropriateness. The River Grove Public Library reserves the right to have its administration and staff charged with oversight of the Library's social media sites, monitor and edit posts for space, and modify and remove any messages, tags or postings deemed to be in violation of this Policy.

The River Grove Public Library reserves the right to take action resulting in the loss of library privileges against any person posting any content that violates this Policy or federal, state and local laws. Violations may result in actions including suspension or revocation of all Library privileges.

In accordance with the River Grove Public Library's Electronic Information Networks and Public Library Computers Use Policy, the following are examples of the types of content that may not be posted and will be deleted before posting or removed by Library staff:

- Obscene language or material
- Child pornography
- Libelous comments
- Specific and imminent threats
- Abusive, harassing, inflammatory, profane, threatening or violent language
- Duplicated posts from the same individual
- Images
- Hate speech and comments or material that promote discrimination against Constitutionally protected classes of persons
- Copyrighted, trademarked or plagiarized material
- Commercial material / Spam
- Private and/or confidential information about oneself or others
- Comments or hyperlinks to material not connected to Library-related subjects or discussions
- Advertising or sale of merchandise or services, charitable solicitations, proselytizing or political campaigning
- Inducement or incitement to engage in any activity that violates federal, state and local laws, ordinances or regulations
- Violations of copyright, trademark right or other intellectual property rights

## **Disclaimers:**

- All contents of the River Grove Public Library's IT resources and communications systems are the property of the Library. All content posted on Library social media sites is subject to the Illinois Freedom of Information Act (FOIA) and the State of Illinois record retention laws. Therefore, users should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind of information or communications transmitted to, received or printed from, or stored or recorded on the Library's electronic information and communications systems. Users are expressly advised not to use the Library's IT resources and communications systems for any matter that they desire to be kept private or confidential from the Library.
- Users consent to monitoring of their social media use by their use of the Library's resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies. The Library requires its employees to report all suspected violations of this Policy to Library Administration or to the Librarian-in-Charge. Violation of the Policy by Library patrons may result in action which may lead to loss of library privileges.
- The Library reserves the right to reproduce posts submitted to its social media sites. Personally identifiable information may be removed. The Library does not collect, maintain or otherwise use personally identifiable information stored on third party social media sites, other than to communicate with users on that site. Users should be aware that third party websites have their own privacy policies and should proceed accordingly. The Library also may store copies of such

data or communications for a period of time after they are created, and may delete such copies from time to time without notice.

- Patrons are personally responsible for their commentary. Patrons should be aware that they may be held personally liable for commentary that is defamatory, obscene, proprietary or libelous by any offended party, not just the River Grove Public Library.
- Participation in the River Grove Public Library's social media services implies agreement with the Library's Social Media Policy and all other Library Policies. The Library's Social Media Policy applies whether or not a patron chooses to post comments using a computer at the Library or when posting from any other computer to any Library social media site. The Library, its employees and Trustees assume no responsibility for any damages, direct or indirect, resulting from participation in Library-sponsored social media services.
- The Library reserves the right to update and modify this policy document with or without notice at any time in accordance with applicable laws statutes.

## **V. Employee Personal Use of Social Media**

Library employees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. As public employees, Library employees are cautioned that speech made pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed a violation of any policy of the Library. Employees should keep in mind the following best practices when posting content about library-related subjects and issues on personal time.

- If you identify yourself as an employee of the Library, make it clear that the views expressed are yours alone and do not represent the views of the Library
- Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, etc. slant should be made about patrons in general, about specific questions from patrons, or about patron behavior on the Library's social media sites.
- The Library does not endorse, monitor or review the content of personal, non-Library related social media activity of its employees.
- Employee use of personal social media is not permitted during working hours except for work-related purposes such as professional development or library-related social media outlets.

## **VI. Trustee Use of Social Media**

Library Trustees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. Trustees should keep in mind the following best practices when posting content about library-related subjects on social media.

- If you identify yourself as a Library Trustee, make it clear that the views expressed are yours alone and do not represent the views of the Library or other trustees.
- Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, etc. slant should be made about library patrons or staff in general, about specific questions from patrons, about interactions with staff of the library, or about patron behavior on the Library's social media sites.

## VII. Statement of Acceptable Use

The River Grove Public Library District (the "Library") provides access to electronic information, databases, media, and the Internet ("Electronic Information Networks") on public desktop and portable laptop computer equipment on the Library's premises ("Public Library Computers") as an information resource tool. Electronic Information Networks and Public Library Computers will be collectively referred to as "Electronic Resources". All electronic traffic originating from library connections shall be in accordance with the following guidelines. Failure to use Electronic Resources within the guidelines of acceptable use may result in suspension of access privileges, and/or loss of Library privileges.

- Destruction of, damage to, or alteration of the Electronic Resources, software, or network security is prohibited. The Library will take necessary action against anyone violating this policy, including, but not limited to:
  - Asking individuals to discontinue their display of information and images that may cause a disruption;
  - Terminating a Public Library Computer session; and
  - Revoking a patron's Library privileges.
- Prohibited uses include:
  - **Illegal Activity:** Using the Electronic Resources for any activity in violation of applicable local, state and federal laws and regulations, including, but not limited to, advertising, transmitting, or otherwise making available Ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services. Users may not place any material on the Internet related to any illegal activity or constituting or encouraging conduct that would constitute a criminal offense or give rise to civil liability.
  - **Licensing Violations:** Use of the Electronic Resources in any way, which violates licensing agreements between the Library and network/database providers. Users may not violate software license agreements or engage in unauthorized duplication of copy protected software.
  - **Spamming:** Sending of unsolicited bulk and/or commercial messages over the Internet using the Electronic Resources.
  - **Intellectual Property Right Violations:** Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including, but not limited to, patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party.
  - **Obscene or Indecent Speech or Materials:** Using the Electronic Resources to advertise, solicit, transmit, store, post, display, or otherwise make available obscene images. The Library will notify and fully cooperate with law enforcement if it becomes aware of any use of the Electronic Resources in any connection with child pornography or the solicitation of sex with minors.
  - **Forging of Headers:** Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.
  - **Hacking:** Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity.
  - **Distribution of Internet Viruses, Trojan Horses, or Other Destructive Activities:** Distributing information regarding the creation of and sending Internet viruses, worms, Trojan Horses, ping, flooding, mail-bombing, or denial of service attacks or like matters. Also,

activities that disrupt the use of or interfere with the ability of others to effectively use the service or any connected network, system, service, or equipment.

- Facilitating a Violation of this Policy of Use: Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate this Policy, which includes the facilitation of the means to spam, initiation of pinging, flooding, mail-bombing, denial of service attacks, and piracy of software.
- Export Control Violations: The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including, but not limited to, the U.S. Export Administration Regulations and Executive Orders.
- Resale: The sale, transfer, or rental of the Electronic Resources to customers, clients or other third parties, either directly or as part of a service or product created for resale.
- Overuse: Users may not use computer equipment for longer than the allowed time periods which would deny access to other users.
- Installation of Software: Users may not install software on any Public Library Computer. Users will be held responsible for any damage to library software or hardware.
- Users are expected to follow all federal, state, and municipal laws in their use of Electronic Resources. Illegal acts may be subject to prosecution by local, state or federal authorities.
- The Library cannot ensure the security of account or credit card numbers entered using the Electronic Resources. Users are responsible to assume payment of fees for any fee-based services they incur.

Any questions, suggestions, or comments regarding this Policy are welcomed by the Board of Trustees.