INTERNET USAGE POLICY

The Franklin Lakes Public Library, as part of its mission to provide access to educational and informational resources in a wide range of formats, has public Internet workstations available in the Adult, Young Adult and Children’s sections of the library.

PC workstations are available for public use. Your library card gives you access to the following services available on library computers:

- Internet access
- Word processing
- Spreadsheet and presentation software

Consistent with our mission and with professional principles of public librarianship, this Internet Use Policy affirms the safeguarding of First Amendment rights, intellectual freedom, equality of access, confidentiality of information about users and their use of all library resources.

ACCESS:

- Public Internet computers are principally for Franklin Lakes residents with a valid Franklin Lakes Public Library card.
- Courtesy use of computers is extended to valid cardholders from other BCCLS member libraries, but session time may be limited if Franklin Lakes cardholders are waiting.
- Guest passes may be issued for visitors without BCCLS library cards with presentation of a valid form of ID.
- The Library has 16 available workstations on the second floor and 3 children’s workstations available for patron use. All are equipped with the Windows 10 operating system and Microsoft Office 2010.
- Patrons may use Library computers only upon presentation of his or her valid library card. A patron is not eligible to use a library computer utilizing someone else’s library card. Guest passes are available for patrons without BCCLS library cards and will be dispensed at the discretion of the Reference staff. If all the workstations are full, patrons must request to be placed on a waiting list at the Reference Desk.

Usage of Library computers is limited as follows:

Adult and YA Franklin Lakes residents and BCCLS cardholders – 120 minutes per day

Adult and YA Guess Pass users – one 60 minute session per day

USE OF COMPUTERS BY MINOR CHILDREN:

The New Jersey Library Association affirms the right of all users to have unrestricted access to
the Internet and acknowledges the right of parents to determine the level of Internet access for their minor children. Parents or caregivers of minor children are expected to supervise their child's Internet sessions. Internet computers in the Children's Room are solely for use of children up to and including Grade 5. Children under age eight (8) should be accompanied by a parent or caregiver throughout the Library. Parents or guardians are solely responsible for what their children access via the Internet. No filtering software has been installed on any Library computers or on the wireless network. Parents are cautioned that unsupervised children may see things that the parent finds objectionable. Children should be accompanied by a parent or caregiver or should be provided with parental guidelines for Internet use. The Library staff cannot be responsible for determining what is acceptable for children, but may intervene if a child violates general policies or procedures. Children in Grades 6 through Grade 12 may use the Internet computers in the Adult or Teen Departments, with the understanding that Library employees do not assume the role of a parent or caregiver in determining what is and is not acceptable to view. Again, staff may intervene if a child violates general policies or procedures.

EMAIL:

The Library allows the general public access to e-mail (electronic mail) through the use of the Library's computer equipment and Internet connection. The Library does not endorse or promote any e-mail provider. Staff will make reasonable efforts to answer e-mail related questions, but cannot be expected to be knowledgeable about the variety of systems and accounts available. The Library is not responsible for providing users with e-mail accounts or assisting users with personal accounts. The Library has no control over the content of messages a user receives. Any illegal e-mail activity may be reported to the appropriate authorities in accordance with the computer use policy. All policies governing acceptable use of Internet sites shall apply to e-mail. Because Internet sites are often part of e-mail messages, users may access those sites, provided they comply with the general Internet use policy established by the Library. Parents of minors shall be responsible for their child's activities and e-mail access.

LICENSED DATABASES:

A wide variety of subscription and research databases, including those with full-text of magazine and newspaper articles, are available for public use free of charge. Library staff will do their best to guide users to the most useful sites or databases, but cannot guarantee that requested information is available or can be accessed without cost to the user. Some databases are available for remote use outside of the Library to users with a valid borrower's card. As with all information on the Internet, the Library cannot guarantee accuracy of information of subscription databases or research sites accessed remotely.

OFFENSIVE OR ILLEGAL MATERIAL:

Internet computers are located in public places shared by people of all ages, backgrounds and
sensibilities. Users are asked to keep this in mind when accessing potentially controversial material which could be offensive, disturbing, unsuited to a public setting and/or illegal. Library staff may end an Internet session when such materials display on the screen. The Library staff reserves the right to request that a user exit a website if another user expresses concern or if the staff member judges the material to be inappropriate for public viewing. Individuals who become argumentative or refuse to log-off when asked to do so by a Library employee, will have their session ended and may be asked to leave the building. Violators of the computer use policy may lose Library privileges. Illegal acts involving Library workstations may also be subject to prosecution by local, state or federal authorities.

DISCLAIMER:

The Library cannot monitor or control information available on the Internet and is not responsible for its quality, accuracy or content. Users access the Internet and the information and services available on it at their own risk. The Library staff is not trained to offer more than basic computer assistance, but every effort will be made to assist an individual user in finding suitable information or appropriate Internet sites. Library staff will work to ensure that fair and reasonable access to the Internet is available to all users. However, the Library reserves the right for staff to terminate a session that is disruptive to Library service. All users are expected to use this resource in a responsible, courteous manner, and observe rules and procedures for Internet and computer use.

The Library supports a user’s right to privacy within the limits of conducting activities in a public building and as permissible by law. Because Internet security can be technically difficult to achieve or guarantee, a user should be aware that electronic communications and files could become public. The Library will not be responsible for any personal information a user willingly posts or transmits. Users may bring their own laptop or other electronic equipment for use in the Library, with the understanding that they will follow the guidelines in this policy. The Library will not be responsible for damage or theft of personal equipment. Electric outlets are located in many areas, but will be used at an owner’s own risk.

USER RESPONSIBILITIES:

Patrons utilizing the Internet computers to play games, send emails, use social networking sites or chat rooms may be asked by the Library staff to end their session if another patron needs to conduct research and no other computers are available. The search for materials and information takes precedence over all other activities. Any problems with the computers should be immediately reported to a Library staff member. A user is not permitted, under any circumstances, to tamper with or modify the equipment or software. Any damage to hardware or software will be the liability of the user, and will be repaired at their expense. Two (2) persons may work together at a single computer station ONLY if it does not disturb those working at stations next to them. Users should respect the privacy of others and should not interfere with searches, nor should anyone attempt to gain access to passwords, data, or files.
belonging to others. Data, files, programs or other material may be temporarily downloaded and will be erased from the hard drive when a user exits the session. Users may transfer information to flash drives or e-mail information. Printing is currently available at a cost of 10 cents for every black and white page printed. Basic word processing software is available on each public desktop computer. Staff can offer a user general help with word processing, but cannot help compose personal documents or research papers. All computer use shall cease at least fifteen (15) minutes prior to the closing of the Library. Scheduling software will automatically shut down computers. The Library does not maintain any record of individuals using the Internet, but may keep a record of users who violate the Internet Use Policy.

The Library reserves the right to modify the policies as necessary to ensure the fair and reasonable use of the Internet.

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INTERNET FAQs:

How do I sign up to use a Library PC? Can I reserve one in advance?
PC use is on a first-come, first-serve basis. No advance reservations are accepted. Please check with Reference staff if a PC is not available.

Do I have to have a library card to use the PCs?
You must use your own library card to access a PC and provide the Personal Identification Number (PIN) for the account. No more than 2 people may be present for a PC session.

What if I forget to bring my library card?
If you are a Franklin Lakes resident, please check with the Circulation staff on the first floor to look up your barcode number. If you are not a cardholder, please check with the Reference Desk staff to obtain a guest pass. **Guest passes require presentation of ID.**

How long can I use a library PC?
As a FRLK cardholder, your PC session will last 1 hour. You will be offered an opportunity to extend your session beyond the first hour if PCs are not in heavy demand. **Out-of-town cardholders and guests may use a PC for one session per day up to a maximum of 60 minutes.**

How will I know when my time is up?
You will receive a warning message when your computer time is ending. Please finish your work promptly, as you will be logged off automatically when your session time expires.

Can I print?
There is a $0.10 (ten cents) per page cost to print. You must pay for all pages that you print; so please check the number of pages in advance at the Print Release Station.

Can I download files?
You may download files to your own disk or other compatible storage device. Many library computers now have accessible USB ports that accommodate flash memory drives.

Is staff available to help me on the computer?
Library staff cannot provide one-on-one instruction in the use of software or other PC applications, but can often suggest appropriate programs or resources. We do offer periodic training **classes** in PC skills and use of online resources. Schedules for classes are available at the Reference Desk and throughout the building.

Can children use the Internet at the library?
Internet access is available for use by children in the Children’s Department. The library strongly advises parents to monitor their children’s use of the Internet to insure that it is consistent with their family values and boundaries.
Can I check my e-mail from a library computer?
You may use Library PCs to check your e-mail account.

What kind of research can I do from library PCs?
As a cardholder, you can use online Reference Databases that contain valuable information and resources not freely available on the Internet. For example you can find:

- Full-text newspaper and magazine articles
- Up-to-date health and consumer information
- Financial and company data and business directories
- Access to Ancestry.com to discover your family history

Can I access these resources from home or my office?
You can access BCCLS databases from your home or office PC. You will need your library card and PIN. Certain databases located on the library's homepage are available for Franklin Lakes residents only.

Violation of any of these policies will result in the loss of computer privileges.

Miscellaneous

- You may not reconfigure software on library computers or load your own software. Library computer equipment and furniture must not be moved or adjusted.
- You must obey copyright restrictions applicable to PC use and will be held responsible for any damage caused by neglect or intentional abuse of library PCs.
- The library assumes no responsibility for any failure of machinery or software or for power outages and any subsequent loss or damage to your work.
- The Library’s Internet resources may be used for educational, informational and recreational purposes ONLY.
- Utilizing the Internet to play games, send emails, use social networking sites or chat rooms is permitted – but Library staff may request that you end your session if another person needs to conduct research and other computers are not available.
- The Library’s Internet resources MAY NOT be used to conduct a business or commercial enterprise, or engage in commercial activity such as the distribution of advertising.
- Computer set ups and software data MAY NOT be altered in any way, even for temporary use.
- The deliberate propagation of computer worms and viruses, the transmission or use of threatening, harassing or abusive language or images will not be tolerated.

The Internet must be shared and used in a manner which respects the rights of others and refrains from activity that prevents others from using it.

Approved: June 21, 2010, Revised 1/24/11, 7/15/19