



COMPUTER USE POLICY

To ensure fair access for all, please follow these policies, guidelines, rules, and procedures. Internet access is available on select public computers for all users of the Lake Wales Public Library who adhere to the guidelines outlined and agreed to in the Acceptable Use Agreement. The library staff reserves the right to remove anyone who violates these user guidelines or is disruptive to others around them. Unacceptable use that is illegal may result in criminal prosecution as well. A patron found to be sending or receiving inappropriate materials will be disconnected from the Internet and will not be allowed to use it at any future time.

INTERNET ACCESS

The Internet allows users to connect to networks of resources outside the library. The Lake Wales Public Library has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet has a highly diverse user population, and library patrons use it at their own risk.

Workstations are located in public areas. What you view is not private. We insist you be considerate of other library patrons, children and adults, and refrain from displaying material they might reasonably consider objectionable. **NOTE: The viewing of obscene or pornographic materials is PROHIBITED.**

This Internet Access Policy applies to the usage of the Lake Wales Public Library's Wireless Network. This network is provided free of charge, and is not a secured network. All guidelines and policies apply to the usage of this service inside the library's building and on outside property.

STAFF ASSISTANCE

Library staff are not able to provide in-depth computer assistance but will answer questions and, as time allows, help users locate and use Internet resources.



FEES

Fees in excess of \$10.00	Patrons that owe fees in excess of \$10.00 may not be allowed to use some of the library services including borrowing library materials from any PCLC locations. Patrons that fall in this category may use a free Guest Pass.
Guest pass	Free (no check-outs allowed)
Photocopies and prints	.20 cents a page

GUIDELINES AND RULES FOR INTERNET ACCESS

The library makes every effort to make the public Internet computers available to as many patrons as possible. To accomplish this, Lake Wales Public Library sets the amount of time and/or sessions any patron may use the public computers with Internet access.

Use of the Internet computers is on a first-come, first-served basis. The time is limited to two (2) hours per day, consecutive or otherwise. The time is allocated in 30-minute increments up to the two (2) hours permitted.

Patrons must use headphones when listening to audio on any computer including personal laptops, and will keep the volume to a level that does not disturb those nearby.

At the 2-hour limit, if 50% or more of the public access computers are not in use or there are not reservations in the queue, the patron may request another 30-minute extension. This will again be evaluated by staff at the end of the 30-minute period. Users must make the computer available to others after the 30-minute period when asked to do so by library staff.

The Internet computer equipment and software must be used as installed. Users are not permitted to delete, add, or modify the installed hardware or software. The computer operator is liable for any damage done to the Internet workstation's hardware OR software and for any illegal or unethical acts performed through our system. This is not limited to physical damage or vandalism. All electronic files on the hard drive are deemed the property of the Lake Wales Public Library. Tampering with local or remote



computer files and/or committing legal or ethical violations of acceptable Internet use will result in the loss of Internet privileges at the library and possible prosecution.

UNACCEPTABLE USE INCLUDES:

- Downloading to or installing any software program on the hard drive of any Internet computer;
- Accessing any chat rooms or chat channels
- Game playing from any Internet site;
- Any display of images, sounds or text, (including obscene or pornographic items), that could reasonably create an atmosphere of discomfort or harassment for others under Florida Statute 847;
- Violating copyright laws and fair use provisions through inappropriate reproductions or dissemination of copyright text, images or other resources; libeling or slandering others;
- Destroying or damaging equipment, software, or data belonging to the library or other users;
- Unauthorized monitoring of electronic communications, or disrupting or interfering with other computer or network users, services or equipment;
- Using the library's computers to make unauthorized entry into any other computer or network;
- Illegal or unethical use of the Internet;
- Misrepresenting oneself as another user or attempting to gain access to any computer system;
- The deliberate propagation of computer worms and/or viruses;
- No personal software or commercial software is allowed to be used with ANY library computer;
- No more than two people may use a computer station at a time;
- Use of another person's library card is not allowed for computer access;
- Patrons must use their own library card to reserve a computer;

Users of any age will be permanently banned from the Lake Wales Public Library's Internet stations after one (1) instance of violation of acceptable use policy. If an individual's actions are deemed to violate any of the Patron Behavior and Responsibility Policy, the Lake Wales Public Library reserves the right to call local law enforcement and trespass the user. All public access computers may be monitored for viewing content by library staff.



POLICY CONCERNING MINORS

The viewing of obscenity and pornography is prohibited by Florida Statute 847. Parents signing Acceptable Use Agreement/Parental Permission Agreements are acknowledging their understanding of the law and their responsibility for the actions of their minor child. Users of any age will be permanently banned from the Lake Wales Public Library's Internet stations after one (1) instance of viewing prohibited materials.

All Internet resources accessible through the library are provided equally to all library users. Neither the library, its staff, nor the City of Lake Wales, Florida is responsible for the Internet information accessed by children. Children age 12 and under must be accompanied by a parent or legal guardian during the entire period of computer usage. Minors age 13-17 must also be accompanied by a parent or legal guardian unless a Parental Permission Agreement has been signed by the parent or legal guardian. Parents or guardians signing Parental Permission Agreements are acknowledging their understanding of the Lake Wales Public Library's policy against the use of Chat Channels, Instant Messenger or any form of live talk on the library's public access computer.

PORTABLE DEVICE CHECKOUT

The Lake Wales Public Library offers a limited number of laptops for in-house checkout. These computers are checked out for a maximum of two hours per day.

- Laptops are available for checkout in the library on a first-come, first-served basis. Laptops are due back to the Reference Desk no later than 1 hour prior to closing. Any laptop not returned by closing time will be considered "lost" and the replacement cost will be assessed;
- Borrowers must be 18 years old and have a current Polk County Library Cooperative library card;
- A valid photo ID is required, along with the library card. The photo ID will be held until the laptop is returned and staff verifies that there is no damage to the computer and the device is running properly;
- Library laptops are for use *within* the Lake Wales Public Library only. Library laptops may not be left unattended within the library. Laptops are not to be removed to the library's outdoor seating or from the library's property. If the laptop is taken from the library it will be considered stolen. A report of stolen city property will be filed with the Lake Wales Police Department;
- Patrons using audio or sound video files are required to use headphones. The library provides ear buds at a small fee, or the borrower may provide their own. This is a courtesy to other library patrons;



- The library laptops operate on battery power. Portable devices will be fully charged when checked out;
- A portable device agreement must be completed at each checkout;
- Portable devices may not be reserved in advance;
- While the portable device is checked out, the borrower is completely responsible for its safety and use. The borrower is financially responsible for any damage or loss that results from accident, misuse, theft or neglect. The borrower will agree to pay all costs associated with damage to this laptop computer or any associated equipment. He or she agrees to pay replacement costs should the laptop be lost or stolen. The replacement cost for any portable device will be no less than \$800;
- Wireless printing is not available in the Lake Wales Public Library. The user is responsible for saving any work he or she wants to preserve on an external source such as a flash drive or send it via an email attachment. Printing is available by forwarding to the Lake Wales Public Library email address (www.lakewaleslibrary@gmail.com). Flash drives are available at the Reference Desk for a small fee. Patrons cannot save work to any portable device. All downloads or saved work is erased when the portable device is powered down;
- The Lake Wales Public Library's Internet Usage Policy applies to library portable devices. No programs or software may be downloaded to the library's equipment. No pornography or inappropriate sites may be viewed while in the borrower's possession. No electronic threats, stalking or bullying may be engaged in while in a borrower's possession. In all of these cases reports will be filed with the Lake Wales Police Department;
- When returning the portable device to the Reference Desk staff the borrower should leave it powered on. Allow 5 minutes for staff to check equipment while the borrower waits.

Report loss or damage of any portable device immediately to the Reference Desk. *The borrower will not attempt to troubleshoot problems with the portable device.* Limited technical support is available from library staff. Users are expected to have a working knowledge of computers and programs.

Failure to comply with these policies will result in the loss of public access computer privileges and may lead to prosecution. The Lake Wales Public Library staff reserves the right to limit or restrict library equipment usage.